



City and County of San Francisco 2013 City Survey Report

May 20, 2013

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Ben Rosenfield
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Monique Zmuda
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Prepared by
CSA City Performance Unit
& FM3 Research

Acknowledgements

Fairbank, Maslin, Maullin and Associates (FM3), under the direction of Partner Dave Metz, oversaw the design, implementation, and reporting of the 2013 San Francisco City Survey. FM3 Vice President Shakari Byerly managed the project as part of a team with Researchers Greg Lewis and Rachel Weiler. Rose Geyer and Renato Villacorte processed the data and performed statistical analysis. Liz Mares-Kim designed the graphics.

FM3 subcontractors supporting the project included Aspen Graphics (survey printing and mailing), McGuire Research Services (telephone interviewing), EMH, Inc. (data entry), Reyes and Associates (translation), Worldbridge Language Services (translation) and Global Market Insight, Inc (web survey interface).

Under the direction of Controller Ben Rosenfield, the City Services Auditor Division's City Performance Unit developed, managed and implemented the 2013 City Survey. Julia Salinas acted as project lead under the oversight of Natasha Mihal and City Performance director Peg Stevenson, with support from other City Performance staff including Caroline Matthes, Kyle Patterson, and Sherman Luk. Staff from numerous City departments and the Mayor's Office provided feedback on the draft survey instrument and report.

CONTROLLER'S OFFICE CITY SERVICES AUDITOR

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
 - Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
 - Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
 - Ensuring the financial integrity and improving the overall performance and efficiency of city government.
-

SAN FRANCISCO 2013 CITY SURVEY

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SAN FRANCISCO 2013 CITY SURVEY

EXECUTIVE SUMMARY

Overview

In February 2013, Fairbank, Maslin, Maullin, Metz and Associates (FM3) administered the 14th biennial San Francisco City Survey. The purpose of the survey is to objectively address residents' use and satisfaction with various City services, and to help determine community priorities as a part of San Francisco's ongoing planning process. This report reviews the results and key findings of the research. The full dataset of 2013 responses, as well as the results of past surveys, is available at <http://www.sfcontroller.org/citysurvey>.

Summary of Key Findings

Across most service areas evaluated as a part of the 2013 City Survey, satisfaction levels have increased, with a higher percentage of residents reporting favorable ratings (grades of "A" for excellent or "B" for good) than in 2011. Highlights include the following.

- **Local Government:** On average, residents give City government a "B-" grade for providing services. However, for the first time since the introduction of the City Survey in 1997 a majority of residents (52 percent) say local government is doing a "good" or "excellent" job. This continues a generally upward trend in resident satisfaction with local government that began in 2004. Consistent with prior surveys, respondents' general comments and suggestions focus on Muni and public transportation.
- **Public Safety:** Consistent with perceptions reported in 2011, more than four in five residents report feeling safe walking alone in their neighborhood during the day. In contrast, only two in five residents feel safe walking alone in their neighborhood at night, a seven percent decline since 2011. Residents in the Southeast continue to report feeling less safe relative to San Franciscans living in other parts of the city.
- **Parks and Recreation:** Residents continue to express relatively high levels of satisfaction with city parks and services offered by the Recreation and Parks Department. A majority of residents give grades of "A" for excellent or "B" for good across every question related to parks and recreation. In most areas, satisfaction ratings increased from a "B-" average in 2011 to a "B" this year.
- **Libraries:** City libraries and library services continue to register the highest levels of resident satisfaction across the range of services assessed in the survey. Satisfaction ratings for assistance from library staff, library collections, online services, Internet

access at libraries, and levels of cleanliness and maintenance at the City's main library and neighborhood branches have all improved since 2011. On average, residents offer a "B" to a "B+" grade in each of these areas.

- **Muni:** Resident satisfaction with Muni has increased slightly across all areas, with most grades rising from a "C" to a "C+" on average. Residents give Muni the highest rating for fares ("B-") and lowest rating for cleanliness ("C"). Across all other areas, including courtesy of drivers, safety, timeliness and communication to passengers, residents offer a "C+" grade.
- **Infrastructure:** Assessments of the City's infrastructure, including water and sewer infrastructure, street and sidewalk conditions, the adequacy of street lighting and the maintenance of street signs and traffic signals range from favorable ("B+") to average ("C" to "C+"). With regard to street and sidewalk conditions specifically, residents generally express higher levels of satisfaction with neighborhood conditions relative to conditions citywide. Satisfaction with most aspects of the City's infrastructure has improved slightly since 2011.
- **Children, Youth, and Families:** Nearly three-quarters of parents with children in public schools describe the quality of their children's school as good ("B") or excellent ("A"). The proportion of parents who give their children's school an "A" grade has risen from 18 percent in 2011 to 26 percent this year. Parents of children under age six continue to be the most likely to move out of the city in the next three years, though this number has shown a slight decline since 2011 (from 36 to 35 percent).
- **Senior Services:** Among residents age 60 and older, relatively small proportions (fewer than 20 percent) have used select services, such as food/meal programs, personal/home care services or social activity programs offered by local public or private organizations. A majority who have not taken advantage of these services says it is because they do not need them. Among seniors who have used senior services in the past year, twice as many use free programs over paid programs, with close to an equal mix of public and private providers.
- **Internet Access:** The percentage of residents with home Internet access remains high (88 percent report having access) but disparities by ethnicity, income, education level and age persist. Older residents, those with lower incomes and less education are among the least likely to have home Internet access relative to other demographic subgroups. These subgroups are also less likely to have Internet access via mobile devices. Just over three in four residents (77 percent) use the Internet to access City services, information and resources, similar to 2011.
- **Emergency Preparedness:** Residents report being more prepared for a major emergency now than they were four years ago. Over half of residents report setting aside 72 hours worth of emergency supplies, putting a family communications plan in

place or taking CPR or first aid training, while about twelve percent report using City resources for emergency planning, such as subscribing to the City's emergency notification tools.

- **311 and Customer Service:** Nearly two-thirds of residents (65 percent) have heard of the City's 311 customer service program, and the number of residents who have called 311 in the past year has risen substantially (from 30 percent in 2011 to 55 percent in 2013). Use of the 311 service via the Internet or a mobile device has also increased, but by a smaller margin. In general, satisfaction with both the online and telephone service has risen since 2011 to a "B" for good. With regard to broader customer service issues, 23 percent of residents who speak a language other than English at home report that a language barrier makes it difficult for them to access City services. Asian Americans and residents of Southeast San Francisco are the most likely to have difficulty in this area.
- **Economic and Social Characteristics:** The percentage of residents who report they are likely to move out of the city in the next three years has declined from 32 percent in 2011 to 20 percent in this year's survey. While a large majority of San Francisco residents are able to cover their basic expenses, a smaller proportion of Latinos, parents and those living in the Southeastern part of the city report being able to do so relative to other demographic subgroups. The percentage of residents reporting that someone in their household, or they them self, have a physical challenge or health condition has also declined since 2011.

Methodology and Report Overview

The 2013 City Survey was administered to a random sample of 3,668 residents by mail, phone and online in English, Chinese and Spanish. The overall results have a 95 percent level of confidence with a precision of about +/-1.6 percent.

Eleven-thousand randomly selected San Francisco residents were initially invited to complete the survey by mail and online. Residents who had not completed the mail or online questionnaire were subsequently invited to participate by phone; 3,668 surveys were completed in total. Responses were weighted in this analysis to reflect a representation of the actual San Francisco population according to the 2010 U.S. Census.

This report provides geographic and demographic analysis for each question—including differences between supervisorial district, age, income, ethnicity—and comparisons to prior survey years. An analysis of open-ended comments is also provided. The appendices provide a detailed breakdown of survey respondent demographics and survey responses.

Report Key

Resident Satisfaction Grading Scale

Letter Grade	Lower Bound of Mean Score	Upper Bound of Mean Score
A+	5.00	5.00
A	4.67	4.99
A-	4.33	4.66
B+	4.00	4.32
B	3.67	3.99
B-	3.33	3.66
C+	3.00	3.32
C	2.67	2.99
C-	2.33	2.66
D+	2.00	2.32
D	1.67	1.99
D-	1.33	1.66
F	1.00	1.32

Supervisorial Districts and Geographic Regions



1 LOCAL GOVERNMENT PERFORMANCE

Overview

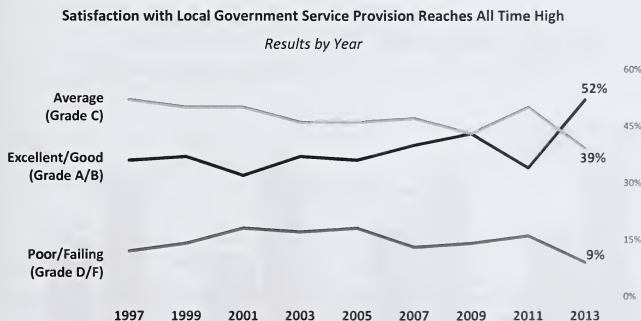
This chapter reviews resident perceptions regarding the overall performance of local government in providing services. Highlights include the following:

- Resident ratings of overall local government performance increased from a grade of “C+” in 2011 to a “B-” this year – the highest level in the history of the City Survey.
- Younger residents, Latino and Asian/Pacific Islander residents, renters and residents who have moved to the City in the past ten years offer more favorable assessments than do other residents.

Key Findings

Upward Trend in Resident Satisfaction Resumes

For the first time since the introduction of the City Survey in 1997, a majority of residents say local government is doing a “good” or “excellent” job in providing services. With the exception of the 2011 survey, satisfaction with local government performance has followed an upward trend and is now at an all-time high.



In Their Own Words...

The quality of city services is pretty good, but the cost to us of providing those services is way too high.

– District 2 Resident

Things have improved since Ed Lee is in office.

– District 5 Resident

San Francisco has excellent service people.

– District 6 Resident

A lot of tax dollars are wasted, too many social programs.

– District 7 Resident

When I email city departments, I don't get a response back.

– District 8 Resident

Although a majority of residents assign favorable (“A” or “B”) ratings to city services, only seven percent would describe service provision as “excellent,” and on average local government earns a “B-” grade. While this represents an improvement over prior year grades, it suggests that many residents still believe that there is room for improvement.

When examined next to national data from Pew Research Center, San Francisco residents have historically held less favorable opinions of local government compared to the national trend. This gap between national data and San Francisco opinions has gotten smaller as of the most recent survey results; 63 percent of adults nationwide have a favorable rating of local government, compared to 53 percent of San Francisco residents.

San Francisco Residents Have Less Favorable Views of Local Government Relative to National Trend

Favorable Ratings for Local Government among San Francisco Residents Compared to the National Trend¹

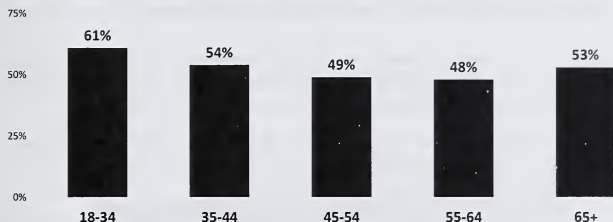


¹ National trend data taken from Pew surveys dating back to 1997. Question reads: “Would you say your overall opinion of your local government is very favorable, mostly favorable, mostly unfavorable, or very unfavorable?”
[http://www.people-press.org/files/legacy-pdf/4-15-2013 Government Release.pdf](http://www.people-press.org/files/legacy-pdf/4-15-2013%20Government%20Release.pdf)

Younger Residents View Local Government More Favorably

Approximately three in five residents under the age of 35 rate local government service provision favorably (“A” or “B”) – a rating that is at least seven points higher than those expressed by residents in other age segments.

Younger Residents (18-44) Rate Local Government More Favorably than Middle-Aged Residents (45-64)



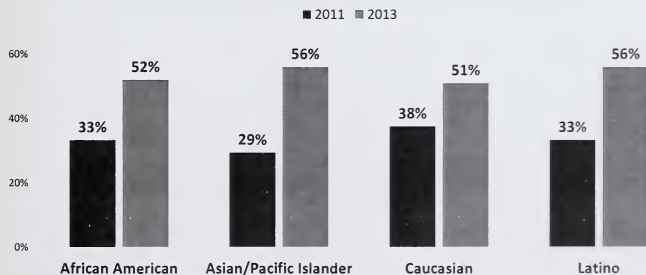
Results by Age

Favorable Ratings for Local Government Have Improved Across All Ethnic Groups

There are also notable differences in opinion among ethnic groups. Although ratings have improved across all groups, they have increased most dramatically and are highest overall for Asian/Pacific Islanders and Latinos.

Asian/Pacific Islander and Latino Residents Express Higher Levels of Satisfaction with Local Government Relative to Caucasian Residents

Percentage Reporting Favorable Grades (A/B) by Ethnicity and Survey Year



Newer Residents, Renters, Lower-Income Households and Frequent Users of City Services Assign Higher Grades to Local Government

Other notable differences in opinion exist. Local government performance ratings are on average seven points higher among residents who use public services (city parks, libraries and public transit/Muni) regularly than they are among residents who use city services less often. Residents in District 6 express the highest levels of satisfaction with local government performance in providing services (60 percent offer an “A” or “B” grade), while residents in District 1 and 2 express the lowest levels of satisfaction (only 42 percent offer an “A” or “B” grade).

Residents with lower household incomes, renters and residents who have lived in the city for less than ten years are also more likely to offer favorable ratings. There are no significant differences in opinion between men and women.

Satisfaction Levels Are Highest among Residents Who Have Lived in the City 10 Years or Less

Results by Select Demographic Subgroups

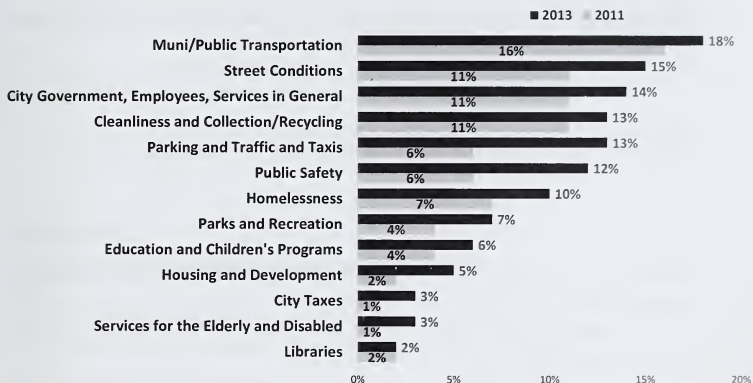
Subgroup	Percentage Offering Grade of “A” or “B”
Resident for 10 Years or Less	60%
Resident for 11-20 Years	55%
Resident for 20+ Years	48%
Household Income Under \$25,000	59%
\$25,000 to \$49,999	54%
\$50,000 to \$100,000	51%
Over \$100,000	41%
Renters	58%
Homeowners	48%
Men	53%
Women	52%

Most Comments from Survey Respondents Focus on Muni and Public Transportation

As is the case each survey year, survey respondents were given the opportunity to share additional feedback with the City—in their own words—about public services. Consistent with prior survey year trends, comments about Muni and public transportation outnumbered the percentage of comments offered in relation to any other service area. The proportion of comments related to parking, traffic and taxis, as well as public safety, have nearly doubled since 2011.

Comments Related to Muni and Public Transportation Continue to Outnumber Feedback on Other Service Areas

Only Top Responses Representing Two Percent or More Are Shown



SURVEY RESPONSES

Q1. How would you grade the overall job of local government in providing services?

	Percentage	Number of Responses
A - Excellent	7%	210
B - Good	45%	1268
C - Average	39%	1087
D - Poor	7%	188
F - Failing	2%	61

Q43. If you would like to provide additional comments or suggestions, please write them in the space below (*open-ended question. See Appendix D for coded response percentages*).

2 PUBLIC SAFETY

Overview

This chapter examines San Francisco residents' feelings of safety in their neighborhoods. Highlights include the following:

- More than four in five residents report feeling safe walking alone in their neighborhood during the day, while only two in five feel safe walking alone at night. Feelings of safety during the day remain similar to recent years, while feelings of safety at night have decreased.
- Residents of Southeast San Francisco continue to report feeling less safe relative to San Franciscans living in the rest of the city.
- Parents, socio-economically disadvantaged residents, those with disabilities, younger residents, and people of color (in particular African Americans) feel less safe than do other residents.

Key Findings

Feelings of Safety Have Decreased Since 2011

While a majority of residents (84 percent) report feeling safe walking alone during the day, less than half (45 percent) feel safe walking alone at night.

The percentage of residents who feel safe walking alone in their neighborhoods both during the day and at night also falls below 50 percent.

In Their Own Words...

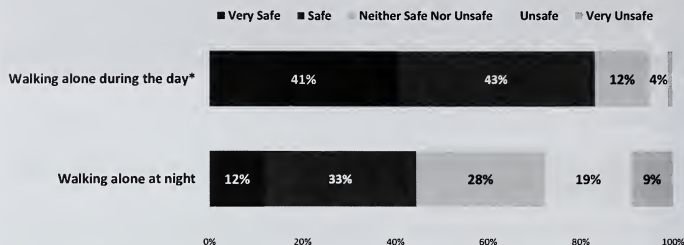
I feel San Francisco has become more dangerous over the past year.

—District 9 Resident

My neighborhood is nice, so it is pretty safe.

— District 5 Resident

A Majority of Residents Do Not Feel Safe Walking Alone in the City at Night



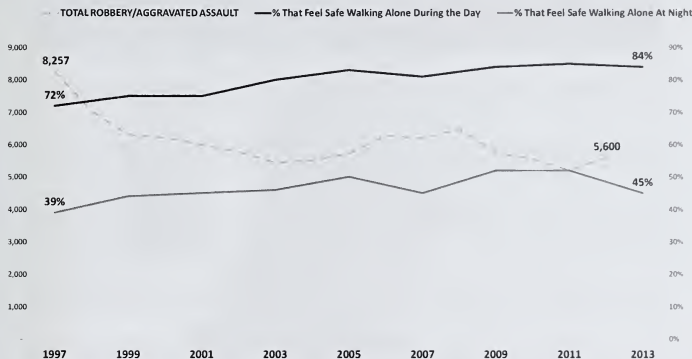
* Fewer than one percent of respondents said they felt very unsafe walking alone during the day.

The number of residents who report feeling safe walking alone during the day has decreased by two percent since 2011, from 86 percent to 84 percent. This slight decrease represents a plateau rather than a decline: a comparable number of residents reported feeling safe walking during the day in 2009.

Conversely, the percentage of residents who report feeling safe walking alone in their neighborhood at night has declined – from 52 percent in 2011 to 45 percent in 2013. This decline in feelings of safety at night may be correlated with an increase in the incidence of aggravated assault, which has risen since 2011.

Residents Feel Less Safe Than In Previous Years

Trends in Feelings of Public Safety and Incidence of Robbery/Aggravated Assault by Year



Residents in the Southeast Continue to Feel the Least Safe

Residents of Southeast San Francisco (Districts 9, 10, and 11) report feeling significantly less safe than the rest of the city – 71 percent of Southeast residents feel safe during the day and 25 percent feel safe at night. The proportion of Southeastern residents that feel safe during the day or at night is approximately half that of any other region of the city. District 10 reports the lowest feelings of safety of the entire city (18 percent).

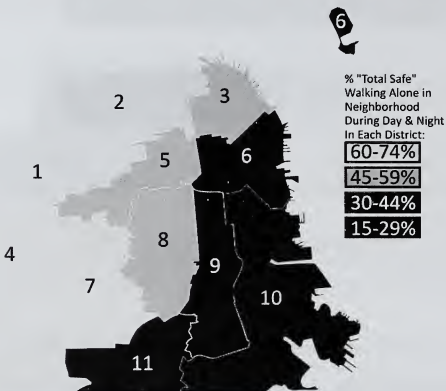
Residents of District 6 in Central San Francisco also report feeling less safe than residents of most other districts – 32 percent said they feel safe both during the day and at night. The greatest declines in feelings of safety were in Districts 8 and 9, where feelings of safety dropped by 16 and 13 percentage points respectively. In the rest of the city, feelings of safety declined by an average of only three percentage points.

City Departments at Work...

In August 2012, the SF Police Department launched IPO – Interrupt, Predict, and Organize – a new public safety initiative to address the increasing homicides in the Southeast neighborhoods of the city. The program engages City agencies, social service providers, and the community to organize for long-term results, including focused intervention with at-risk youth through employment opportunities apprenticeship programs, and increased case management.

The Southeast and Central regions showed the biggest decline in safety since 2011 – about a 10 percent decline compared to a 3 percent decline in the North and West regions.

Concerns about Safety Highest in the Southeast



Demographic Factors Play a Role in Feelings of Safety

While geography is the strongest predictor of feelings of safety, other demographic factors play a role as well. Residents of color—particularly Latinos—express greater concerns about safety in their neighborhoods both during the day and at night. Socio-economically disadvantaged residents, residents under the age of 35, residents with children, and residents with disabilities are also less likely to feel safe walking alone in their neighborhoods at all times.

Unlike in previous surveys, close to the same proportion of men and women report feeling safe walking alone day or night in San Francisco this year. This change represents a major decline (11 percent) in men's feeling of safety and a smaller decline (three percent) for women since 2009.

Latinos and Residents with Mobility Challenges Feel the Least Safe

Results by Select Demographic Subgroups

Subgroup	Percentage That Feel Safe Day and Night	Subgroup	Percentage That Feel Safe Day and Night
African American	47%	Age 18-34	39%
Asian/Pacific Islander	37%	Age 35-44	43%
Caucasian	54%	Age 45-54	48%
Latino	34%	Age 55+	46%
Household Income		Less than High School	34%
Under \$25,000	36%	High School Graduate	35%
\$25,000 to \$49,999	37%	Some College	40%
\$50,000 to \$100,000	46%	College Graduate	49%
Over \$100,000	54%		
Men	46%	Mobility Impairment	34%
Women	43%	Sight Impairment	36%
Parents	41%	Hearing Impairment	39%
Non-Parents	46%	Mental Stress	37%

SURVEY RESPONSES

Q11. Please rate your feeling of safety in the following situations in San Francisco:

A. Walking alone in your neighborhood during the day		
	Percentage	Number of Responses
Very Safe	41%	1455
Safe	43%	1530
Neither Safe Nor Unsafe	12%	421
Unsafe	4%	142
Very Unsafe	1%	40

B. Walking alone in your neighborhood at night		
	Percentage	Number of Responses
Very Safe	12%	408
Safe	33%	1173
Neither Safe Nor Unsafe	28%	991
Unsafe	19%	657
Very Unsafe	9%	301

3

PARKS AND RECREATION

Overview

This chapter reviews resident use and perception of San Francisco parks, facilities, and recreation programs. Highlights include the following:

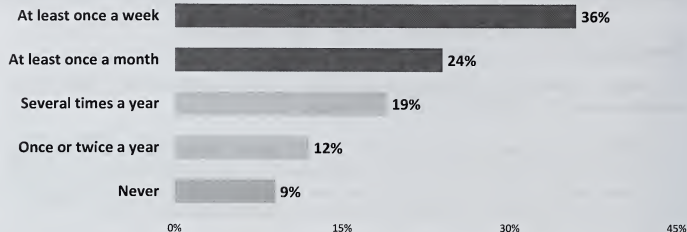
- Residents continue to report high rates of park usage – three in five residents report visiting a park at least once a month. Additionally, one-third of residents participated in a Recreation and Parks Department program in the past year. The frequency at which residents use parks and park programs remains at the same level as in 2011.
- Residents give the City a “B” average for the quality of park grounds, athletic fields and the availability of walking trails. Ratings for athletic fields increased from a “B-” in 2011, while ratings for the other categories remain the same.
- Recreation and Parks Department programs receive a “B” grade across a number of areas, including the condition of buildings and structures, the convenience of programs, the overall quality of customer service and the overall quality of the system. These grades improved since 2011 from a “B-” to “B” average, with the exception of customer service, which received a “B” both years.

Key Findings

San Francisco Residents Continue to Use Parks Frequently

Sixty percent of residents report using the City’s parks at least once a month, including more than one-third of residents who say they visit at least once a week. These percentages are similar to 2011, when 59 percent of residents reported visiting parks at least monthly, and 36 percent reported weekly visits.

A Majority of San Francisco Residents Visit City Parks at Least Once Per Month



Caucasians, Latinos, college educated residents, parents of young children (under the age of 14) and individuals between the ages of 35 and 44 visit parks more frequently than do other residents.

Parents of Young Children and Middle-Aged Residents Report the Highest Levels of Park Usage

*Results by Select Demographic Subgroups;
"Frequent" Park Visitors Defined as Residents Who Visit at Least Once Per Month*

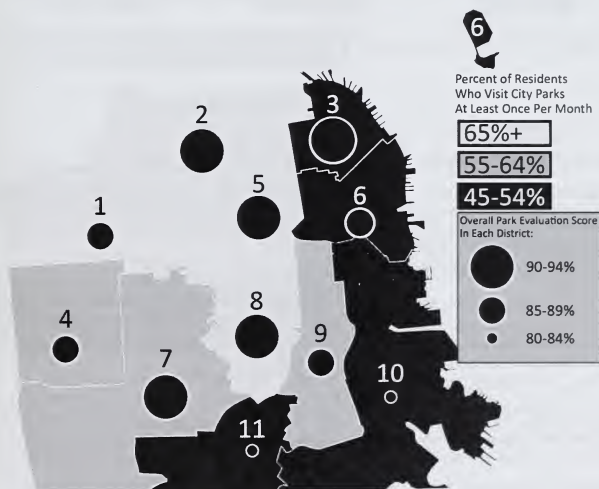
Subgroup	Visit Parks Frequently	Subgroup	Visit Parks Frequently
African American	37%	Less than High School	43%
Asian/Pacific Islander	51%	High School Graduate	48%
Caucasian	69%	Some College	51%
Latino	63%	College Graduate	68%
Non-Parents	55%	Age 18-34	64%
All Parents	69%	Age 35-44	72%
Parent with Child Age 0-5	76%	Age 45-54	60%
Parent with Child Age 6-13	76%	Age 55-64	55%
Parent with Child Age 14-18	56%	Age 65+	47%

More than 65 percent of residents in the northwest and central regions of the city (Districts 1, 2, 5 and 8) say they visit a City park at least once a month. Residents who visit City parks with less frequency are in districts that encompass Downtown, Potrero Hill, the Bayview, and surrounding neighborhoods (Districts 3, 6, 10 and 11).

In many cases, districts where parks receive the highest scores for park maintenance on the City's most recent Park Maintenance Standards report also contain the highest percentages of residents who visit parks frequently.

Districts 2, 5 and 8 Have the Highest Park Maintenance Scores and a High Percentage of Frequent Park Visitors

*Results by Supervisorial District, with Overall Park Maintenance Standard Scores**



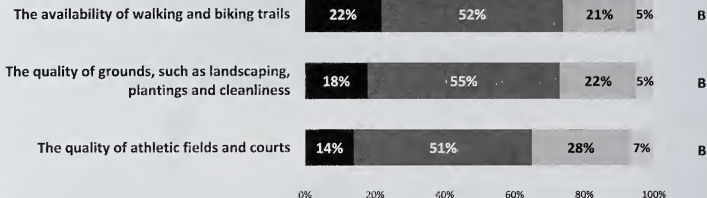
**Source: Park Standards Annual Report Fiscal Year 2011-12, Controller's Office*

On Average, Park Visitors Give City Parks a Grade of “B” for Good

A majority of residents who have visited city parks offer favorable ratings of park conditions. In fact, 65 percent or more assign a grade of “A” for excellent or “B” for good for the availability of walking and biking trails, the quality of park grounds, and the quality of athletic fields.

Residents Provide Highest Ratings for the Availability of Walking and Biking Trails

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F) Average Grade



In Their Own Words...

I visit Golden Gate Park about 5 times a week. The gardeners and city do a good job, but the campers and visitors leave much mess.

— District 5 Resident

My local park, Sunnyside, has high maintenance, others do not.

— District 7 Resident

Continue to keep the parks wonderful! They are why we stay in the city.

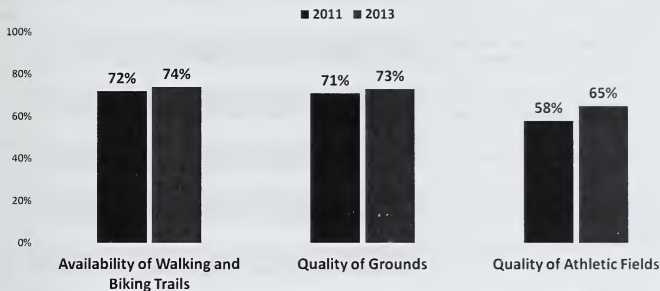
— District 4 Resident

While the survey findings indicate high levels of general satisfaction with City parks, less than one-quarter of respondents rate any area as “excellent.”

Over the last two years, user satisfaction with park conditions remained high, with an improvement regarding the quality of athletic fields, which increased from a “B-” to “B” average.

Satisfaction with the Quality of Athletic Fields Has Improved Since 2011

Percentage of "Excellent"/"Good" Ratings by Survey Year



While a majority of park users in each Supervisorial District view park conditions favorably, satisfaction levels vary between the City's geographic areas. For example, residents in Districts 10 and 11 give the lowest favorable ratings (good or excellent) on the quality of park grounds, 63 percent and 68 percent, respectively, compared to 73 percent citywide.

A Majority of Residents Express Satisfaction with Recreation and Park Programs, and Ratings Are Higher than in 2011

Overall, 33 percent of residents report that they, or someone in their household, have participated in a Recreation and Parks Department program² in the past year, the same rate as in 2011. Of this population of residents, majorities assign favorable grades ("A" or "B") to the overall quality and condition of these programs and the facilities that are associated with them.

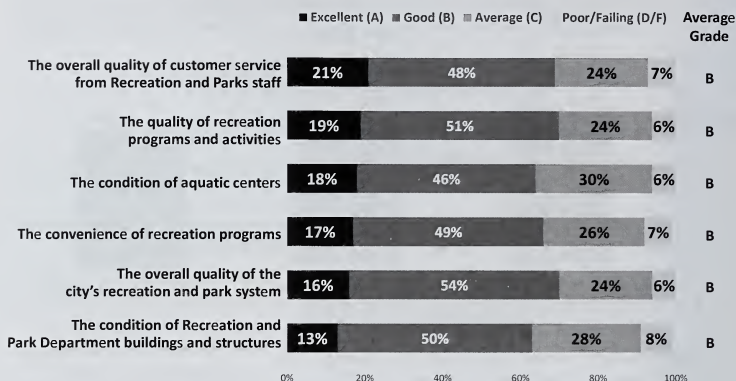
City Departments at Work...

Over the past five years, the Recreation and Park Department renovated 12 neighborhood parks, play-grounds, and recreation facilities, including upgrades to playfields, restrooms, trails, and urban forests.

This work was funded through a \$185 million voter-approved bond in 2008 and will continue with additional improvements to 15 more parks funded through the passage of a 2012 bond.

² Such as a class, athletic league, art program, swimming, child development, after school program, special event/concert, or facility rental.

Recreation and Park Program Users Express Satisfaction with Department Programs and Services



Resident satisfaction with Recreation and Park programs and facilities has improved since 2011. Across each area explored in the survey related to recreation and park programs, more than three in five residents now give the City a rating of “A” for excellent or “B” for good. Specifically, the average grade for each category improved to a “B” rating, compared to “B-” grades in 2011 (with the exception of the average rating assigned to the quality of customer service from Department staff, which received a “B” grade in 2011 as well).

More Residents Rate Recreation and Park Programs and Facilities Favorably Than in 2011

Percent Giving Each Category an “A” or “B” Rating; Average Grade

Feature	2011	2013	Change
The convenience of recreation programs	54% (B-)	66% (B)	↑ 12 pts.
The overall quality of the City's recreation and park system	59% (B-)	70% (B)	↑ 11 pts.
The quality of recreation programs and activities	60% (B-)	70% (B)	↑ 10 pts.
The condition of aquatic centers	56% (B-)	64% (B)	↑ 8 pts.
The condition of Recreation and Parks Department buildings and structures	55% (B-)	63% (B)	↑ 8 pts.
The overall quality of customer service from Recreation and parks staff	65% (B)	69% (B)	↑ 4 pts.

SURVEY RESPONSES

Q3. In the past year, how often did you visit a City Park?

	Percentage	Number of Responses
At least once a week	36%	1218
At least once a month	24%	829
Several times a year	19%	662
Once or twice a year	12%	407
Never	9%	312

Q4. Please grade the following characteristics of City parks, if observed:

A. Quality of grounds (landscaping, plantings, cleanliness)

	Percentage	Number of Responses
A - Excellent	18%	552
B - Good	55%	1689
C - Average	22%	673
D - Poor	4%	117
F - Failing	1%	23

B. Quality of athletic fields and courts

	Percentage	Number of Responses
A - Excellent	14%	339
B - Good	51%	1225
C - Average	28%	666
D - Poor	6%	152
F - Failing	1%	19

C. Availability of walking and biking trails

	Percentage	Number of Responses
A - Excellent	22%	653
B - Good	55%	1520
C - Average	21%	626
D - Poor	3%	95
F - Failing	1%	26

Q5. In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals?

	Percentage	Number of Responses
Yes	33%	1139
No	67%	2339

Q6. Please grade the following programs, if you are familiar:

**A. Condition of Recreation and Parks Department buildings and structures
(cleanliness, maintenance)**

	Percentage	Number of Responses
A - Excellent	13%	139
B - Good	50%	529
C- Average	28%	300
D - Poor	7%	71
F - Failing	1%	16

B. Condition of aquatic centers

	Percentage	Number of Responses
A - Excellent	18%	132
B - Good	46%	333
C- Average	30%	218
D - Poor	5%	34
F - Failing	1%	8

C. Convenience of recreation programs (location, hours)

	Percentage	Number of Responses
A - Excellent	17%	168
B - Good	49%	475
C- Average	26%	255
D - Poor	6%	55
F - Failing	1%	13

Please grade the following programs, if you are familiar:

D. Overall quality of customer service from Recreation and Parks staff

	Percentage	Number of Responses
A - Excellent	21%	210
B - Good	48%	478
C- Average	24%	241
D - Poor	5%	46
F - Failing	2%	22

E. Overall quality of the City's recreation and park system

	Percentage	Number of Responses
A - Excellent	16%	167
B - Good	54%	574
C- Average	24%	261
D - Poor	5%	55
F - Failing	1%	11

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4 LIBRARIES

Overview

This chapter reviews resident use and experience with San Francisco libraries and library services. Highlights include the following:

- One-third (34 percent) of San Francisco residents report visiting a branch library and 17 percent report visiting the City's main library at least once a month, similar to 2011 rates.
- Parents of grade school-age children (ages 6-13), Asian/Pacific Islander residents and residents between the ages of 35-44 are more likely to be frequent visitors of branch libraries than are other residents.
- Satisfaction ratings for the condition of the City's libraries and with library services, including assistance from staff, collections, online services, internet access and levels of cleanliness and maintenance at the City's main library and neighborhood branches, have improved since 2011. On average, residents offer a "B" to a "B+" grade in each of these areas.

Key Findings

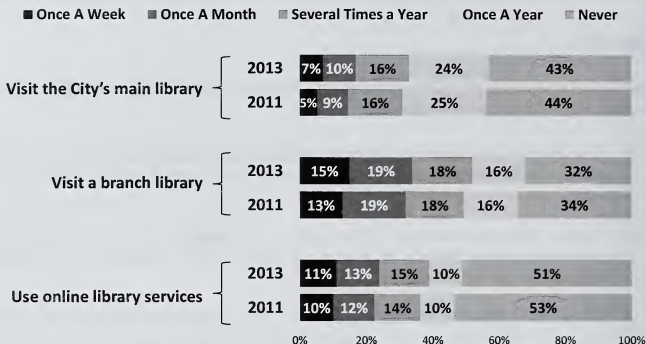
Library Visitation Rates Remain Stable

More than two-thirds of residents (68 percent) report visiting a branch library once during the past year, including 34 percent who visit at least once per month. A smaller proportion of residents visit the main library – 57 percent visited at least once during the past year, and 17 percent visit at least once per month. About half of residents (49 percent) use the City's online library services (such as the SF Library website, catalog, e-Books, and databases), including 24 percent who do so at least once per month.

Across all three categories – the main library, branch libraries, and online services – resident responses are similar to those reported in 2011.

Residents Continue to Visit Local Branch Libraries More Often than the City's Main Library

Results by Year



Despite the fact that usage of the City's main library remained relatively constant from 2011 to the present year, the percentage of residents who say they have visited the main library at least once over the past year is down from a high of 64 percent in 2005 to 57 percent in 2013. In contrast, usage of branch libraries appears to be on a more consistently upward trend. After dipping from 64 percent in 2005 to 62 percent in 2007, rates of usage have been on the rise since 2009 to 68 percent in 2013.³

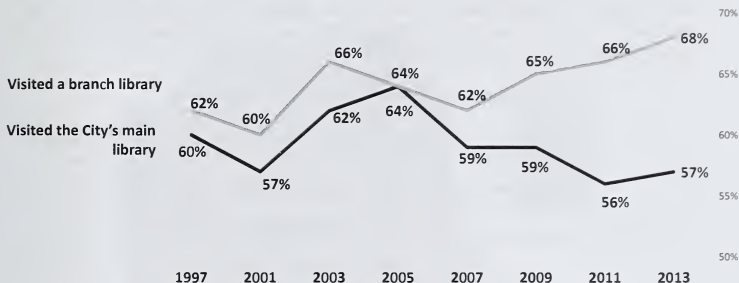
City Departments at Work...

The SF Public Library expanded its circulation of eBooks and eMedia by 49 percent over the past year to meet increasing demand by San Francisco residents for these increasingly popular electronic collections.

³ Questions regarding usage of online library services first appeared on the City Survey in 2011, so prior data on the use of these services is not available.

Branch Library Usage Has Been Steadily Increasing Since 2009

*Percent of Residents Who Have Visited the Library at Least Once in the Last Year
Results by Year*



Age, income, ethnicity and whether children are present in the household are all factors that correlate with the likelihood that a resident has visited a local branch library, the main library, or have used online library services. There is no significant variation by gender when it comes to branch or main library visits, or using online library services.

Parents of Grade School Children (Ages 6-13) and Asian/Pacific Islanders Are Among the Most Frequent Branch Library Visitors*

Results by Select Demographic Subgroups

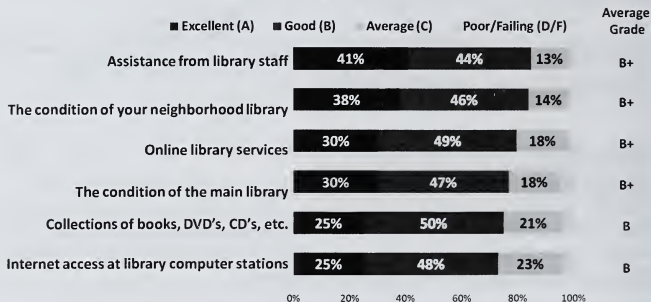
Subgroup	Visit Branch Library Frequently	Subgroup	Visit Branch Library Frequently
African American	23%	Household Income Under \$25,000	36%
Asian/Pacific Islander	41%	\$25,000-\$50,000	39%
Caucasian	30%	\$50,000-\$100,000	37%
Latino	35%	Over \$100,000	28%
Non-Parents	26%	Age 18-34	30%
All Parents	54%	Age 35-44	41%
Parent with Child Age 0-5	53%	Age 45-54	36%
Parent with Child Age 6-13	60%	Age 55-64	30%
Parent with Child Age 14-18	48%	Age 65+	29%

*A frequent visitor is defined as a resident who visits the library one or more times per month.

Library Users Express High Levels of Satisfaction with City Libraries

Among residents who have used library services and facilities within the past year, a majority offers favorable ratings. Library users express the highest levels of satisfaction with the assistance they receive from library staff. Eighty-five percent of residents give this area of service a grade of “A” for excellent or “B” for good.

Users Give City Libraries a “B+” Grade in Most Service Areas



*Percentages less than 6 percent are not displayed.

In Their Own Words...

The libraries are one of the most important things the city provides, so please fund them even more.

—District 8 Resident

The library is the best of the city services.

—District 2 Resident

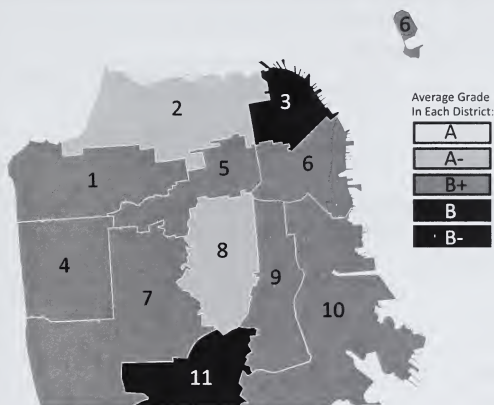
We really enjoy the upgraded libraries (i.e. Richmond, Anza).

—District 6 Resident

Geographically, branch library ratings are highest in Supervisorial District 2, which includes neighborhoods around the Marina and Pacific Heights, and District 8, which includes the Castro and the Mission. In these districts, residents rate the condition of branch libraries they visit an average grade of “A”.

Conversely, the lowest average grades for branch library conditions are the lowest in the northeast region of the City (District 3) and the south-central region of the City (District 11). In these districts, residents rate the condition of branch libraries they visit an average grade of “B”.

Residents in Districts 2 and 8 Give the Most Favorable Ratings of Branch Libraries



Since 2011, satisfaction with several library services has improved. Across each area related to libraries and library services – including assistance from staff, the condition of neighborhood libraries and the main library, online library services, and collections – greater than 70 percent of residents now give the City a rating of “A” for excellent or “B” for good.⁴

More Residents Rate Library Services Favorably Than in 2011

Feature	2011	2013	Change
Assistance from library staff	79%	85%	↑ 6 pts.
The condition of your neighborhood library, such as cleanliness and maintenance	79%	84%	↑ 5 pts.
Online library services, including the SF Library website, catalog, e-Books, databases, etc.	74%	79%	↑ 5 pts.
The condition of the main library, such as cleanliness and maintenance	72%	77%	↑ 5pts.
Collections of books, DVDs, CDs, etc.	73%	75%	↑ 2 pts.

⁴ The 2011 City Survey did not include a question about Internet access at library computer stations.

SURVEY RESPONSES

Q7. Please indicate the frequency you visited or used the following library services during the past year:

A. The City's main library

	Percentage	Number of Responses
At least once a week	7%	250
At least once a month	10%	359
Several times a year	16%	560
Once or twice a year	24%	839
Never	43%	1490

B. A branch library

	Percentage	Number of Responses
At least once a week	15%	524
At least once a month	19%	662
Several times a year	18%	628
Once or twice a year	16%	565
Never	32%	1117

C. Online library services, including the SF Library website, catalog, eBooks, databases, etc.

	Percentage	Number of Responses
At least once a week	11%	396
At least once a month	13%	444
Several times a year	15%	520
Once or twice a year	10%	347
Never	51%	1764

Q8. Please grade the Library's performance in the following areas:

A. Collections of books, DVDs, CDs, etc.

	Percentage	Number of Responses
A – Excellent	25%	591
B – Good	50%	1183
C – Average	21%	488
D – Poor	3%	74
F – Failing	1%	14

B. Online library services, including the SF Library website, catalog, e-Books, databases, etc.

	Percentage	Number of Responses
A – Excellent	30%	569
B – Good	49%	924
C – Average	18%	331
D – Poor	2%	35
F – Failing	0%	8

C. Internet access at library computer stations

	Percentage	Number of Responses
A – Excellent	25%	372
B – Good	48%	712
C – Average	23%	338
D – Poor	4%	60
F – Failing	0%	7

D. Assistance from library staff

	Percentage	Number of Responses
A – Excellent	41%	964
B – Good	44%	1046
C – Average	13%	317
D – Poor	2%	46
F – Failing	0%	6

Q8. Please grade the Library's performance in the following areas:

E. The condition of the main library, such as cleanliness and maintenance

	Percentage	Number of Responses
A – Excellent	30%	654
B – Good	47%	1030
C – Average	18%	386
D – Poor	4%	82
F – Failing	1%	32

F. The condition of your neighborhood library, such as cleanliness and maintenance

	Percentage	Number of Responses
A – Excellent	38%	930
B – Good	46%	1144
C – Average	14%	344
D – Poor	2%	46
F – Failing	0%	11

5 TRANSPORTATION

Overview

This chapter reviews how frequently residents use various modes of transportation in San Francisco, and how they rate their experiences with the Muni transit system in particular. Highlights include the following:

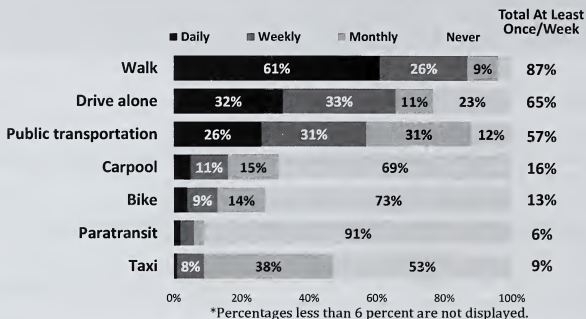
- A majority of San Francisco residents use public transportation on at least a weekly basis.
- Regular transit use is highest in areas of the city near major public transportation lines, while driving alone is most common in some of the outlying areas of the city.
- On average, residents who use Muni give their satisfaction with its cleanliness, timeliness/reliability, safety, communication to passengers, and courtesy of drivers a “C+” grade; Muni’s fees receive a grade of “B-”. Ratings have improved slightly since 2011.
- Satisfaction with various Muni services differs among residents depending on demographic and geographic factors. Overall, residents who with lower income and educational attainment levels are more likely to rate these services favorably.

Key Findings

A Majority of San Francisco Residents Use Public Transit; Many Also Drive Alone

Fifty-seven percent of residents use Muni or other public transportation in the city on a weekly basis, and nine out of ten residents ride transit at least once per month. A majority of residents also walk or drive alone at least once a week and fewer residents carpool, bike, or use paratransit or a taxi. Residents who have a physical disability are more likely to use paratransit; however, regular use of paratransit remains low even among this subgroup (less than 20 percent use it at least monthly).

A Majority of San Francisco Residents Regularly Ride Public Transportation*

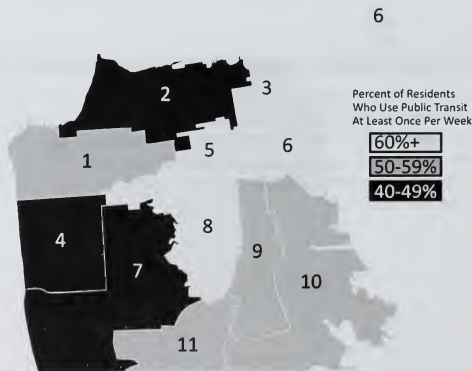


Usage of Transportation Modes Varies By Geography

Geographic factors influence patronage of public transportation services. Residents who live in Supervisorial Districts along the major transit corridors throughout the city are the most likely to use transit on a regular basis.

Transit Use is Highest among Districts along the BART Corridor and Major Muni Lines

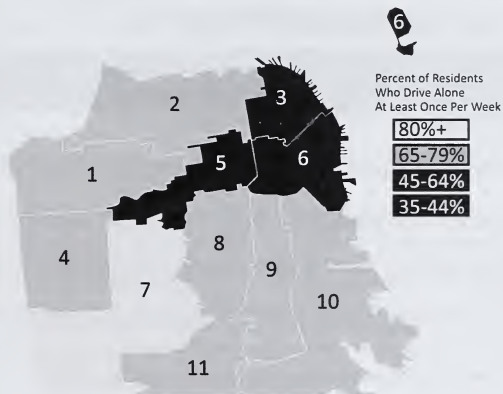
Results by Supervisorial District



Conversely, residents who drive alone on a regular basis are more likely to live in the parts of the City that offer fewer transit options. Outside of Districts 3, 5 and 6, which are closest to the City's downtown core, more than half of residents drive alone at least once per week, including 83 percent of residents in District 7.

Outside of Areas near Downtown, Many Residents Regularly Drive Alone

Results by Supervisorial District



Younger Residents and Those with Lower Household Income Levels Are More Likely to Use Public Transit

Residents under age 35 are especially likely to use transit – 71 percent use it on a weekly basis, including 38 percent who use it on a daily basis. Residents with a household income under \$25,000 are more likely to ride Muni frequently, as are residents with a high school education or less.

Younger, Less Affluent Residents Most Likely To Use Public Transit

Results by Select Demographic Subgroups

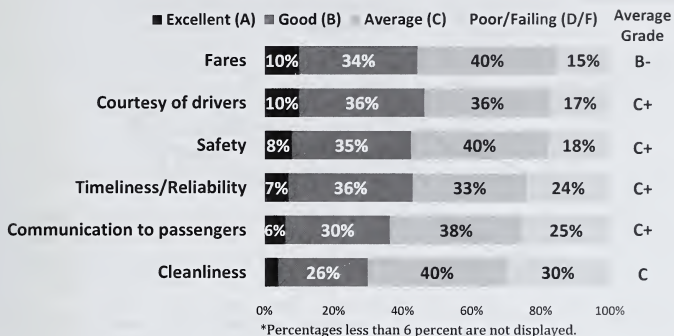
Subgroup	Percent of Frequent Transit Users*	Subgroup	Percent of Frequent Transit Users*
African American	49%	Household Income Under \$25,000	63%
Asian/Pacific Islander	59%	\$25,000-\$49,999	58%
Caucasian	54%	\$50,000-\$100,000	51%
Latino	59%	Over \$100,000	54%
High School Graduate or Less	63%	Age 18-34	71%
Some College	48%	Age 35-44	58%
College Graduate	57%	Age 45-54	58%
Women	56%	Age 55-64	50%
Men	57%	Age 65+	49%

**“Frequent Transit Users” defined as residents who use transit at least once a week*

Residents Give Transit Services Average Grades

Residents who use public transportation in San Francisco rate the quality of various categories of the Muni system with average grades ranging from a “C” to a “B-”. Residents give the most positive satisfaction ratings to Muni fares (44 percent rate favorably) followed by courtesy of drivers, safety, and timeliness and reliability. Residents give the weakest reviews for communication to passengers and cleanliness.

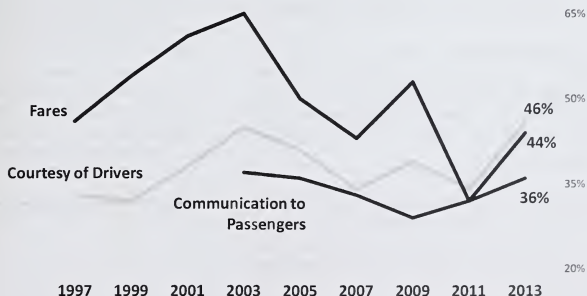
Residents Give Public Transportation an "Average" Grade*



After a period of general decline from 2009 to 2011, satisfaction with Muni has increased across all aspects of service. Favorable ratings are up substantially for the courtesy of drivers and fares, which are both up by 12 percentage points. Improvements in satisfaction ratings have been more modest in the area for communication to passengers and timeliness/reliability, both of which have increased by four and eight points, respectively.

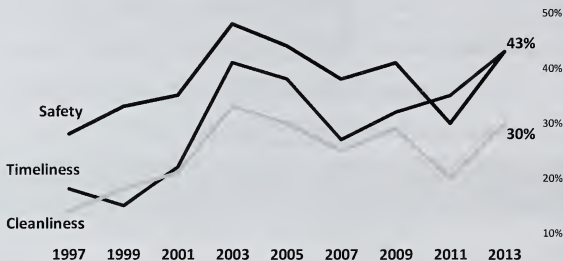
Satisfaction with Various Aspects of Muni Have Increased Since 2011, but Trends are Mixed

Percentage Reporting Favorable Grades (A/B) Citywide; Trends by Year



Satisfaction with Various Aspects of Muni Have Increased Since 2011, but Trends are Mixed

Percentage Reporting Favorable Grades (A/B) Citywide; Trends by Year
(Continued)



Demographic Differences Are Apparent in Opinions of Muni Services

In all of the categories of Muni services that residents rated, demographic factors correlate with satisfaction levels. Residents with household incomes under \$10,000, those with less than a high school education, and in many cases, African American residents, are more likely to rate these services favorably than other demographic groups. There are no differences by gender across these categories.

Key demographic distinctions include the following:

- **Timeliness/Reliability.** Residents in Supervisorial Districts 8 and 9 are more likely to rate this attribute unfavorably than residents in other parts of the city. Residents over age 65 are more likely to rate this service favorably than are younger residents.
- **Cleanliness.** Residents in Supervisorial Districts 3, 4, and 11, African American residents, Asian/Pacific Islander residents and those over age 65 are more likely to rate this attribute favorably.

City Departments at Work...

In July 2012 the SF Municipal Transportation Authority implemented a new policy to allow customers with valid proof of payment to board through any door on its transit vehicles. This policy speeds up boarding time, thereby reducing delays and overall travel time.

Within six months of implementation, board times decreased by an average of four seconds per stop and have had the most impact on local and community routes.

- **Fares.** Unlike other service categories, wealthier residents (annual household incomes greater than \$100,000) are more likely to express satisfaction with fare levels than lower-income residents, as do Caucasian and African American residents relative to those of other ethnic backgrounds. Seniors are also considerably more likely to rate this service favorably than are younger residents, possibly due to the City's reduced fare program for seniors.
- **Safety.** Residents in Supervisorial Districts 1 and 4 are more likely to rate this attribute favorably. Residents in Districts 6, 8, 9 and 11 are more likely to rate it unfavorably.
- **Communication to passengers.** Residents in Supervisorial Districts 1 and 10 are more likely to rate this attribute favorably. Residents younger than 35 and older than 65 are more likely to rate this attribute favorably. African American residents are more likely to rate communication to passengers favorably than are residents of other ethnic backgrounds.
- **Courtesy of drivers.** Residents who are not parents of children under 18 are more likely to rate the courtesy of drivers favorably than are parents. Residents younger than 35 and older than 65 are also more likely to rate this attribute favorably. Residents in District 10 rate driver courtesy higher than residents in other districts.

In Their Own Words...

Muni is in a state of crisis we really need to do something about this system to get it throughout San Francisco.

—District 5 Resident

Some Muni drivers are very courteous, others not. Some drivers, when switching drivers say nothing to passengers about switch and delay. This would help.

—District 8 Resident

Focus on bringing or improving the bus system's dependability. Fares should be a bit lower.

—District 3 Resident

We need better Muni service Monday through Friday. Also more frequent buses in neighborhoods and better on-time performance.

—District 8 Resident

SURVEY RESPONSES

Q9. On average, how often did you use the following means of transportation in San Francisco during the past year?

A. Walk

	Percentage	Number of Responses
Daily	61%	2144
Several times a week	18%	630
Once or twice a week	8%	265
Several times a month	5%	181
Once or twice a month	4%	127
Never	4%	154

B. Public transportation, such as Muni or BART

	Percentage	Number of Responses
Daily	26%	913
Several times a week	20%	699
Once or twice a week	11%	381
Several times a month	11%	395
Once or twice a month	20%	708
Never	12%	439

C. Bike

	Percentage	Number of Responses
Daily	4%	127
Several times a week	4%	147
Once or twice a week	5%	157
Several times a month	5%	170
Once or twice a month	9%	320
Never	73%	2467

Q9. On average, how often did you use the following means of transportation in San Francisco during the past year?

D. Taxi

	Percentage	Number of Responses
Daily	1%	39
Several times a week	3%	91
Once or twice a week	5%	169
Several times a month	9%	298
Once or twice a month	29%	972
Never	53%	1799

E. Drive alone

	Percentage	Number of Responses
Daily	32%	1122
Several times a week	22%	767
Once or twice a week	11%	383
Several times a month	5%	177
Once or twice a month	6%	221
Never	23%	819

F. Carpool

	Percentage	Number of Responses
Daily	5%	177
Several times a week	6%	220
Once or twice a week	5%	160
Several times a month	5%	164
Once or twice a month	10%	343
Never	69%	2358

Q9. On average, how often did you use the following means of transportation in San Francisco during the past year?

G. Paratransit

	Percentage	Number of Responses
Daily	2%	62
Several times a week	2%	67
Once or twice a week	2%	54
Several times a month	1%	49
Once or twice a month	2%	81
Never	91%	3014

Q10. If you have used Muni during the past year, please grade the following:

A. Timeliness/Reliability

	Percentage	Number of Responses
A - Excellent	7%	206
B - Good	36%	1060
C - Average	33%	989
D - Poor	16%	482
F - Failing	8%	230

B. Cleanliness

	Percentage	Number of Responses
A - Excellent	4%	120
B - Good	26%	773
C - Average	40%	1184
D - Poor	22%	658
F - Failing	8%	248

Q10. If you have used Muni during the past year, please grade the following:

C. Fares

	Percentage	Number of Responses
A - Excellent	10%	300
B - Good	34%	1013
C - Average	40%	1197
D - Poor	11%	331
F - Failing	4%	117

D. Safety

	Percentage	Number of Responses
A - Excellent	8%	226
B - Good	35%	1038
C - Average	40%	1175
D - Poor	12%	361
F - Failing	6%	168

E. Communications to passengers

	Percentage	Number of Responses
A - Excellent	6%	181
B - Good	30%	878
C - Average	38%	1101
D - Poor	17%	505
F - Failing	8%	239

F. Courtesy of drivers

	Percentage	Number of Responses
A - Excellent	10%	301
B - Good	36%	1063
C - Average	36%	1077
D - Poor	11%	324
F - Failing	6%	190

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6 INFRASTRUCTURE

Overview

This chapter reviews resident satisfaction with various aspects of the City's infrastructure, including the condition of its water and sewer services, street and sidewalk cleanliness, pavement quality, the adequacy of street lighting and the maintenance of street signs and traffic signals. Highlights include the following:

- Residents grade the quality and reliability of the City's water infrastructure a "B+" rating.
- Residents give the City slightly higher ratings for street and sidewalk conditions in their neighborhood relative to conditions citywide. In general, ratings have improved slightly for these since 2011.
- The cleanliness of sidewalks in residents' own neighborhoods receives a "C+" rating, while residents give the City a "B-" when they grade the cleanliness of streets in their neighborhoods. Street pavement conditions in residents' neighborhoods are given "C+" grade.
- Residents say both the adequacy of street lighting and the maintenance of street signs and traffic signals are "good," with residents offering grades of "B-" and "B," respectively. Ratings have improved slightly since 2011.

Key Findings

Residents Give High Marks to the City's Water and Sewer Infrastructure

Overall, residents' ratings of various aspects of the city's infrastructure range from good to average. The highest of all the grades residents assigned to infrastructure qualities was for the quality and reliability of water and sewer services, which received a "B+" grade. Eighty-four percent of residents describe the City's performance in delivering this service as excellent or good.⁵

⁵ This is the first time residents were asked to rate the quality and reliability of water and sewer services. Therefore, trend data is not available.

Residents Express High Levels of Satisfaction with Water and Sewer Services



Residents who are newer to San Francisco are more likely to describe the quality of water and sewer services as good or excellent, as are Caucasian residents, and residents with higher levels of household income and educational attainment. Geographically, residents in Supervisorial Districts 2, 5 and 8 are more likely to describe these services as good or excellent (87 percent to 88 percent offer favorable ratings in these districts). In contrast, residents in Districts 10 and 11 are less likely to offer favorable ratings. Although levels of satisfaction are still high (76 percent of residents in these districts describe these services as good or excellent), they are substantially lower than ratings in Districts 2, 5 and 8.

City Departments at Work...

Since 2004, the San Francisco Public Utilities Commission has been working on a \$4.6 billion effort to upgrade the region's water system to achieve seismic safety standards and improve operational reliability. This major undertaking is over 75 percent complete and will allow water service to be restored within 24 hours of a major seismic event. A similar capital program is slated for the City's sewer system.

Less Affluent Residents and Those with Lower Levels of Educational Attainment Express More Moderate Levels of Satisfaction

Results by Select Demographic Subgroups

Subgroup	Percent Offering Grade of A or B	Subgroup	Percent Offering Grade of A or B
African American	79%	Household Income Under \$25,000	78%
Asian/Pacific Islander	80%	\$25,000-\$49,999	85%
Caucasian	89%	\$50,000-\$100,000	82%
Latino	80%	Over \$100,000	88%
High School Graduate or Less	78%	Resident for 10 Years or Less	87%
Some College	81%	Resident for 11 to 20 Years	85%
College Graduate	87%	Resident for 20+ years	82%

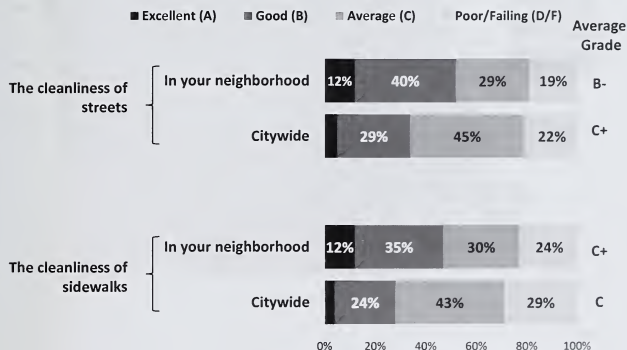
Assessments of Street and Sidewalk Cleanliness Show Some Improvement

Residents express higher levels of satisfaction with the cleanliness of streets than they do for sidewalks. The average grade for street cleanliness is “C+” citywide and a “B-” in neighborhoods. The average grade for sidewalk cleanliness citywide is a “C”, compared to a “C+” grade in neighborhoods.

City Departments at Work...

To keep San Francisco clean, DPW leads anti-litter campaigns (e.g. Giant Sweep) and outreach and enforcement efforts (e.g. Spruce Up by Sun Up) to educate property owners and merchants about their sidewalk maintenance responsibilities.

Residents Offer More Favorable Ratings for the Cleanliness of Neighborhood Streets and Sidewalks*

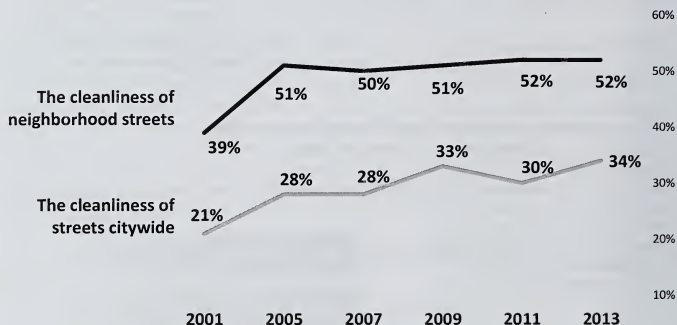


*Percentages less than 6 percent are not displayed.

Overall satisfaction with neighborhood street cleanliness has been fairly steady since 2005. In contrast, levels of satisfaction with streets citywide have generally followed an upward trend, since the City first began tracking these issues in 2001.

Residents More Satisfied with Street and Sidewalk Cleanliness than Previous Years

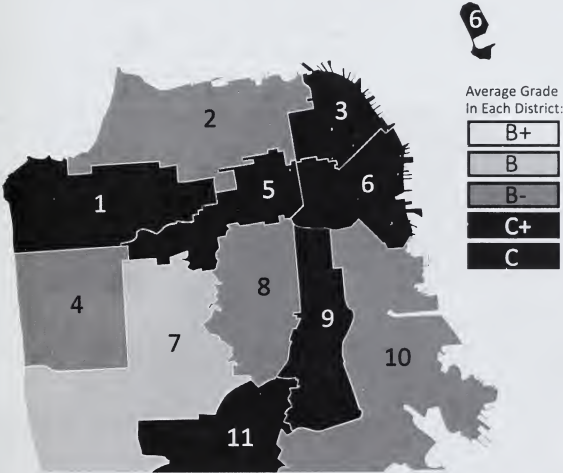
Percentage Reporting Favorable Grades (A/B) Citywide; Trends by Year



Satisfaction with the cleanliness of neighborhood sidewalks is highest in District 7, where residents give it a “B” grade. In Districts 2, 4, 8 and 10, residents grade neighborhood sidewalk cleanliness a “B-”, while residents in the remaining districts assign this category a “C+” or “C” grade.

Satisfaction with Neighborhood Sidewalk Cleanliness Varies Across the City

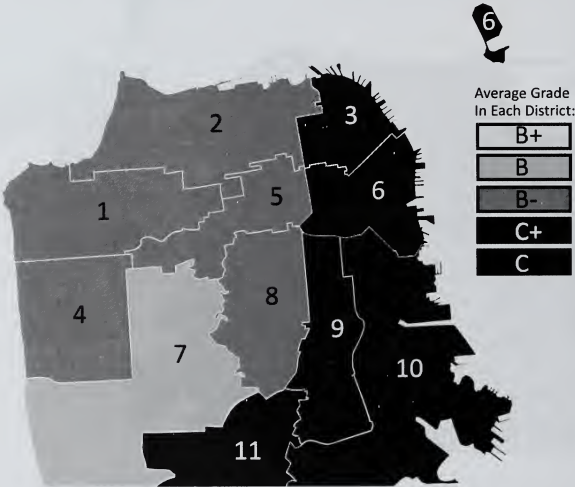
Grades by Supervisorial District



Satisfaction with the cleanliness of neighborhood streets is highest among residents who live in the western portion of the city - Districts 1, 2, 4, 5, 7 and 8. Residents in districts on the eastern side of the city give “C+” and “C” grades in this category. Not surprisingly, there is some overlap between districts that show higher satisfaction with street cleanliness and districts that show higher satisfaction with sidewalk cleanliness.

Residents in Western Areas of the City Rate Neighborhood Street Cleanliness Higher

Grades by Supervisorial District



Residents who are newer to San Francisco are more likely to describe street and sidewalk cleanliness as good or excellent, as are residents of color, younger residents, and residents with lower levels of educational attainment and household incomes. Satisfaction among these subgroups is between six and ten points higher than they are among other subgroups.

The grade assigned to neighborhood street cleanliness by residents in each district correlates with the number of service requests for street and sidewalk cleaning in each district – districts with lower ratings for neighborhood street cleanliness typically receive more service requests.

In Their Own Words...

Please keep our sidewalks and streets clean & safe for pedestrians.

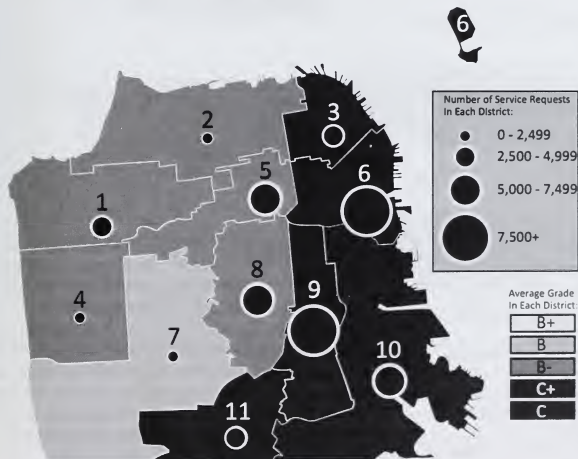
-District 6 Resident

The sidewalk cleaners do an excellent job.

-District 3 Resident

Districts with Lower Grades for Neighborhood Street Cleanliness Usually Receive More Street and Sidewalk Cleaning Service Requests

*Grades by Supervisorial District, with Number of Service Requests**



**Service requests include requests for street and sidewalk cleaning, illegal dumping, and "steamers."*

Residents Give Street Pavement Conditions “Average” Grades

Residents give the condition of pavement of streets citywide a grade of “C” and the condition of pavement on neighborhood streets a “C+”. These grades are a modest improvement over the results from 2011.

City Departments at Work...

In November 2011, voters approved the \$248 million Road Paving & Street Safety Bond to make long-overdue street repairs and support curb ramp and sidewalk accessibility improvements.

Residents Give “C” Grades to Citywide Condition of Street Pavement



In Their Own Words...

Sidewalks and stairs in the areas that I normally walk are in bad & unsafe condition.

-District 7 Resident

Our streets in our neighborhood are terrible! (Potholes, cracks and uneven pavement)

- District 11 Resident

There is little geographic variation in overall satisfaction with neighborhood street pavement conditions. Residents in every Supervisorial District give the City a “C+”, with the exception of a “C” from District 9.

Looking at demographic trends, residents who are more likely to describe pavement conditions as good or excellent are those who have lived in the city for less than 10 years, residents of color, residents under age 45, and those with lower levels of educational attainment and household incomes.

Sidewalk Pavement and Curb Ramps Get Passing Grades

For the first time as a part of the City Survey, residents were asked to rate the condition of sidewalk pavement and curb ramps in their neighborhood and across the city. Overall, 53 percent of residents give favorable assessments ("A" or "B" grades) for the condition of sidewalk pavement and curb ramps in their neighborhood, while 41 percent of residents give a favorable rating citywide. Average grades for these features come out to a "B-" and a "C+," respectively.

Variations of ratings in these categories across geographic and demographic groups are not significant.

In Their Own Words...

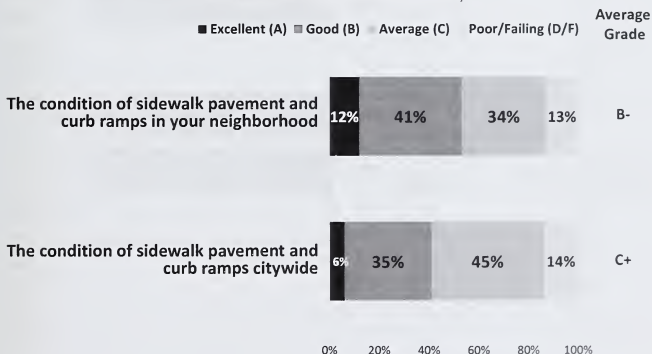
The yellow plastic corner sidewalk ramps are breaking up all over the city.

-District 3 Resident

Sidewalks are unsafe for elderly. I know several people who have fallen & been injured by cracked & uneven pavement.

-District 9 Resident

Residents Are More Satisfied with Sidewalk Pavement and Curb Ramps in Their Own Neighborhoods than Citywide

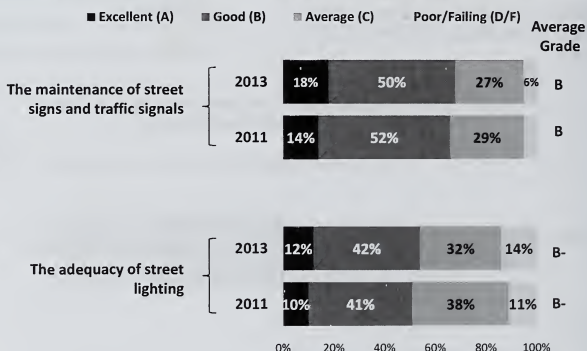


Lighting and Signage Get “Good” Marks

Assessments of the maintenance of street signs and traffic signals, as well as the adequacy of street lighting, have improved marginally since 2011. Overall, 68 percent of residents now give a favorable rating (“A” or “B”) to the maintenance of street lighting and traffic signals, up from 65 percent in 2011. For street lighting adequacy, favorable ratings are up three points from 51 percent in 2011 to 54 percent in 2013.

Variations of ratings in these categories across geographic and demographic groups are not significant.

Residents Are More Satisfied with Signage and Street Lighting than in 2011*



*Percentages less than 6 percent are not labeled.

SURVEY RESPONSES

Q2. Please grade the City's performance in the following areas:

A. The quality and reliability of water and sewer services

	Percentage	Number of Responses
A - Excellent	37%	1292
B - Good	47%	1669
C- Average	14%	510
D - Poor	1%	47
F – Failing	0%	14

B. The cleanliness of sidewalks in your neighborhood

	Percentage	Number of Responses
A - Excellent	12%	417
B - Good	35%	1259
C- Average	30%	1061
D - Poor	17%	609
F – Failing	7%	238

C. The cleanliness of sidewalks citywide

	Percentage	Number of Responses
A - Excellent	4%	146
B - Good	24%	847
C- Average	43%	1525
D - Poor	22%	788
F – Failing	7%	238

Q2. Please grade the City's performance in the following areas:

D. The cleanliness of streets in your neighborhood

	Percentage	Number of Responses
A - Excellent	12%	442
B - Good	40%	1420
C- Average	29%	1039
D - Poor	14%	497
F – Failing	5%	188

E. The cleanliness of streets citywide

	Percentage	Number of Responses
A - Excellent	5%	167
B - Good	29%	1018
C- Average	45%	1581
D - Poor	17%	609
F – Failing	5%	173

F. The condition of street pavement in your neighborhood

	Percentage	Number of Responses
A - Excellent	9%	305
B - Good	32%	1148
C- Average	34%	1227
D - Poor	17%	612
F – Failing	8%	288

G. The condition of street pavement citywide

	Percentage	Number of Responses
A - Excellent	4%	127
B - Good	22%	775
C- Average	40%	1422
D - Poor	25%	892
F – Failing	9%	316

Q2. Please grade the City's performance in the following areas:

H. The condition of sidewalk pavement and curb ramps in your neighborhood

	Percentage	Number of Responses
A - Excellent	12%	447
B - Good	41%	1477
C- Average	34%	1217
D - Poor	10%	342
F – Failing	3%	100

I. The condition of sidewalk pavement and curb ramps citywide.

	Percentage	Number of Responses
A - Excellent	6%	220
B - Good	35%	1232
C- Average	45%	1578
D - Poor	11%	389
F – Failing	3%	97

J. The adequacy of street lighting.

	Percentage	Number of Responses
A - Excellent	12%	443
B - Good	42%	1491
C- Average	32%	1148
D - Poor	11%	382
F – Failing	3%	105

K. The maintenance of street signs and traffic signals.

	Percentage	Number of Responses
A - Excellent	18%	631
B - Good	50%	1768
C- Average	27%	957
D - Poor	5%	169
F – Failing	1%	40

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7 CHILDREN, YOUTH AND FAMILIES

Overview

This chapter reviews various children, youth and family-related items, including questions regarding schools, child-related services, and how likely respondents are to move in the next three years. Highlights include the following:

- Among parents with children in local public schools, nearly three in four grade their quality an “A” for excellent or “B” for good. The proportion of “A” grades for public schools has increased since 2011.
- Fifty-eight to 70 percent of parents have placed their children in extracurricular programs, summer programs or afterschool programs. Far smaller numbers use other services; most notably, approximately 25 percent of parents use childcare services or one-on-one tutoring.
- Most parents who use summer or afterschool programs for youth between ages 6 and 13 say that they are using paid programs; the major exception to this trend is those parents with children enrolled in public afterschool programs, 70 percent of whom are using free programs.
- Thirty-five percent of parents with children under age five say they are considering moving out of the city within the next three years, compared to 24 percent of all parents and 18 percent of all San Francisco residents. However, the number of parents with small children who might move has declined from previous years.

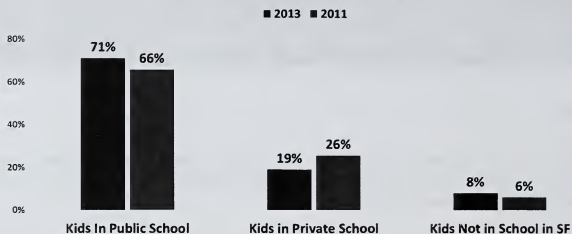
Key Findings

Most Parents Have a Child in Public School

Among parents with children ages 6-18 attending school in San Francisco, 71 percent have a child in public school, while 22 percent have a child in private school. These proportions are comparable to those observed in 2011, with a slightly larger proportion of children attending public school and a slightly lower proportion of children attending private school.

A Majority of Parents Have Children in Public School

Results Among Parents of Children Age 6-18



Ethnicity, socioeconomic status, and neighborhood affect whether parents enroll their children in San Francisco public schools. Particularly large proportions of Latinos (74 percent) and Asian and Pacific Islander residents (83 percent) report having children enrolled in public schools. The proportions are much lower among Caucasians (48 percent).

San Francisco Parents of Color Are More Likely to Enroll Children in Local Public Schools

Results Among Parents of Children Age 6-18 Attending School in San Francisco
by Select Demographic Subgroups

Parent Subgroup	Have Children in Public School
Asian/Pacific Islander	83%
Caucasian	48%
Latino	74%
Central	72%
North	64%
Southeast	77%
West	60%

* The sample of African Americans with children in this age group is not reported, as the sample size was relatively small (N=27).

More than seven in ten parents in the Central and Southeast regions of the city have children enrolled in public schools, more than parents in the North and West regions.⁶

⁶ The sample of parents with children in public schools is not large enough to provide analysis by supervisorial district.

Socioeconomic status shows a particularly strong correlation, with nearly nine in ten parents with no more than a high-school degree or household incomes under \$25,000 a year reporting having enrolled children in public schools, while the proportions are smaller for more affluent or highly-educated parents.

Socio-Economically Disadvantaged Households Are More Likely to Enroll Children in Local Public Schools

*Results Among Parents of Children Age 6-18 Attending School in San Francisco
by Select Demographic Subgroups*

Parent Subgroup	Have Children in Public School	Parent Subgroup	Have Children in Public School
Less than High School	97%	Household Income Under \$25,000	88%
High School Graduate	97%	\$25,000-\$50,000	81%
Some College	70%	\$50,000-\$100,000	74%
College Graduate	58%	Over \$100,000	49%

Most Parents Rate the Quality of Their Children's School Highly

In Their Own Words...

Please place public education on your #1 priority list!

—District 8 Resident

I answered regarding my child's private school, which has nothing to do with SFUSD performance, other than indicating that we are unsatisfied enough with SFUSD schools to send our child to private [school].

—District 8 Resident

Since 2011, there has been a notable improvement in parents' perceptions of the quality of their children's public schools. Though the average grade for public schools technically remained a "B" this year, the proportion of parents assigning their children's school a grade of "A" for excellent increased by eight percentage points since 2011. Evaluations of school quality among private school parents remained largely unchanged.

Overall Evaluations of School Quality Have Improved, Driven by Better Ratings for Local Public Schools*

Results among All Parents with Children in San Francisco Schools

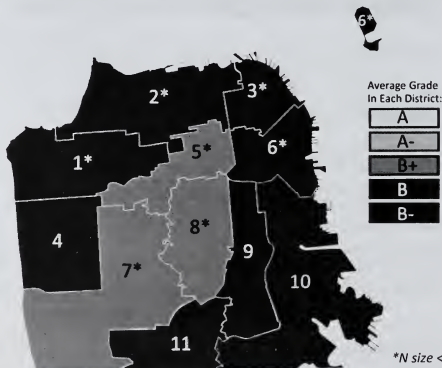


*Percentages less than 6 percent are not labeled.

Perceptions of public school quality differ little by geographic region. Ratings average at least a “B” in all 11 of the City’s supervisorial districts, and only rise to the level of a “B+” average in Districts 5, 7, and 8. There is no supervisorial district where more than two in five parents give local public schools a grade of “A.”

Average Ratings of Public School Quality are Highest in Districts 5, 7 and 8

Results among Parents with Children in San Francisco Public Schools by Supervisorial District



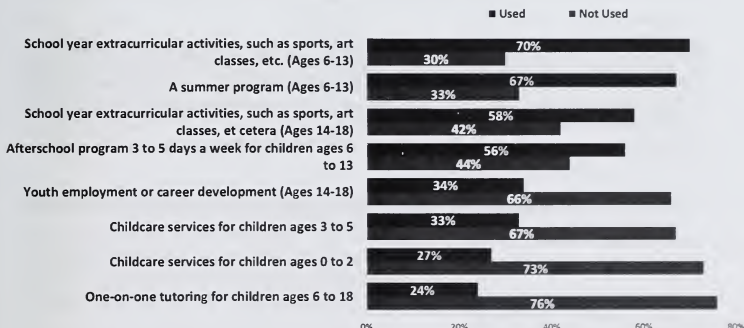
*N size < 50 respondents

There are also modest demographic differences in perceptions of public school quality. Public school parents in the lowest-income households (those with household incomes under \$25,000 a year) tend to offer somewhat more positive evaluations of local public schools, grading them a “B+” on average, while those with higher levels of income grade them a “B.” Caucasian parents also offer slightly more positive evaluations of their local public schools (a “B+” average) than do parents of color (who rate them a “B”). Seventy-six percent of those who speak a language other than English at home offer positive evaluations of local schools, compared to 85 percent of parents who exclusively speak English.

San Franciscans Are Using Services for Children at the Same Rate as in Prior Years

San Franciscan parents continue to take advantage of a variety of services available for children and youth. Extracurricular activities for children ages 6-18 have the highest rates of participation (about 70 percent). In contrast, participation is low for youth and career development programs for older children. Most notably, use of childcare for ages 0-5 is low (about 30 percent).⁷

Use of Youth Services is Highest for Households with School-Age Children
Results among Parents with Children



⁷ Given the small sample sizes in each category for this question, there are no meaningful demographic or geographic differences to report.

Usage of services available for children has remained about the same since 2011, with one notable exception: Use of childcare for children ages 0-5 has dropped 20 percent since 2011.

**With the Exception of Childcare Services for Children Ages 3-5,
Use of Services for Children Has Held Relatively Constant Since 2011**

Results among Parents with Children; Ranked by Percentage Point Increase

Service	2011	2013	Change
Extracurricular activities for children ages 6-13	63%	70%	↑ 7 pts.
Childcare services for children under age 3	23%	27%	↑ 4 pts.
One-on-one tutoring for children ages 6 to 18	20%	24%	↑ 4 pts.
Afterschool programs 3-5 days/week for children ages 6-13	53%	56%	↑ 3 pts.
Summer programs for children ages 6-13	67%	67%	0 pts.
Extracurricular activities for children ages 14-18	60%	58%	↓ 2 pts.
Youth/career development for children ages 14-18	38%	34%	↓ 4 pts.
Childcare services for children ages 3-5	53%	33%	↓ 20 pts.

Lack of Need Remains the Top Reason Parents Do Not Use Childcare Services

A majority of parents who do not use the services described above state a lack of need as their primary reason for not using them. Youth and career development was the only service that parents identified a lack of awareness of the service as the primary reason for not using them. Additional reasons for not using services that were reported less frequently were: not available, too far, too expensive, and poor quality.⁸

⁸ Given the small sample sizes in each category for this question, there are no meaningful demographic or geographic differences to report.

Parents Decline to Use Most Services Because They Don't Feel They Need Them

*Top Three Reasons Offered by Parents with Children
Who Do Not Use the Service in Question*

Service Not Used	Most Frequent Reason	Second-Most Frequent Reason	Third-Most Frequent Reason
Childcare services			
ages 0-2	Don't need (64%)	Too expensive (16%)	Not available (10%)
ages 3-5	Don't need (70%)	Not available (11%)	Too expensive (10%)
Extracurricular activities			
ages 6-13	Don't need (33%)	Not aware of service (20%)	Not available (12%)
ages 14-18	Don't need (37%)	Not aware of service (23%)	Not available (18%)
Afterschool program 3-5 days/week	Don't need (68%)	Too expensive (9%)	Poor quality (8%) Not available (8%)
ages 6-13			
Summer program ages 6-13	Don't need (45%)	Too expensive (17%)	Not available (17%)
One-on-one tutoring ages 6 to 18	Don't need (55%)	Not aware of service (17%)	Too expensive (13%)
Youth/career development ages 14-18	Not aware of service (40%)	Don't need (39%)	Not available (14%)

Many Parents Pay Fees for Afterschool and Summer Programs

About half of San Francisco parents with children enrolled in afterschool programs pay fees for those programs and closer to three-quarters of parents with children enrolled in summer programs pay fees.

There are some pronounced differences among afterschool programs operated by a public agency versus a private agency. Seven in ten parents with children in public afterschool programs are enrolled in free programs, while almost 80 percent of parents with children in privately operated afterschool programs pay fees. However, one in five parents were

City Departments at Work...

To meet increasing demand, the Department of Children, Youth, and Their Families is increasing its scholarships and reduced-cost options for fee based afterschool and summer programs for youth from low-income families, from \$300,000 in past years to more than \$1 million in scholarships.

unsure whether their child's program was operated by a public or private agency.

These results are similar to a 2009 multi-lingual telephone survey the San Francisco Department of Children, Youth and Their Families funded of more than 1,000 San Francisco Unified School District parents, in which 41 percent indicated that they pay some sort of fee for their child's afterschool program.

Many Parents Pay a Fee for Afterschool and Summer Programs for Children Ages 6-13

Results among Parents of Children Age 6-13 Enrolled in Programs

Service	In Paid Program	In Free Program
Afterschool programs for children ages 6-13	51%	49%
Public program	30%	70%
Private program	79%	21%
Summer programs for children ages 6-13	76%	24%
Public program	64%	36%
Private program	95%	5%

Parents with Small Children Are Most Likely to Move Out of the City in the Next Three Years

In Their Own Words...

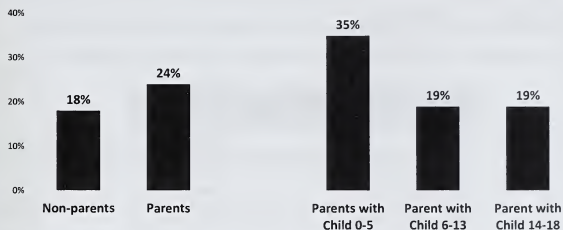
San Francisco is not affordable for the middle class, only the rich and poor. We will soon have to move away to send our child to school.

—District 9 Resident

Parents, and particularly parents of young children, indicate that they are either very or somewhat likely to move out of the city in the next three years at a higher rate than non-parents. However, this rate is driven in large part by those with children under age six – those likely to enroll in school shortly – who report a much higher likelihood of moving in the next three years than parents of older children.

Slightly More than One-Third of Parents of Young Children Say They Are Likely to Move

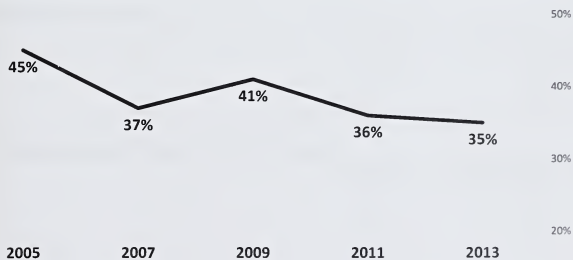
Percent "Somewhat" or "Very" Likely to Move within Next Three Years



While parents with children under six have historically reported a higher likelihood to move than other residents, the percentage has been in decline since 2009.

Parents of Small Children Less Likely to Plan to Move than in Previous Years

Percent of Parents with Child 0-5 "Very" or "Somewhat" Likely to Move within Next Three Years



There is some variation in parents' likelihood to move by geographic region. Parents in North San Francisco are most likely to say that might relocate within the next three years. Parents living in the Southeast are the least likely to say they might move.⁹

Parents Living in the North Region of San Francisco Are Most Likely to Move

Percent of Parents "Somewhat" or "Very" Likely to Move within Next Three Years

Region	Percentage Likely to Move in 3 Years
Central	27%
North	31%
Southeast	18%
West	23%

⁹ The sample size of parents is not large enough to analyze the results by supervisorial district.

SURVEY RESPONSES

Q17. Do your children attend school in San Francisco (grades K-12)? (Circle all that apply)

	Percentage	Number of Responses
No	26%	282
Yes, Public	56%	608
Yes, Private	19%	209

Q18. How do you grade the quality of the school(s) your children attend?

	Percentage	Number of Responses
A - Excellent	36%	286
B - Good	44%	355
C- Average	14%	144
D - Poor	4%	34
F - Failing	2%	14

Q19. Are you using any of the following for your children?

A. Childcare (for ages 0-2)

	Percentage	Number of Responses
Yes	27%	112
No	73%	295

If no please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	64%	171
Not Available	10%	28
Not Aware of Service	3%	9
Too Far	2%	5
Too Expensive	16%	42
Poor Quality	3%	7
Some Other Reason	11%	29

Q19. Are you using any of the following for your children?

B. Childcare (for ages 3- 5)

	Percentage	Number of Responses
Yes	33%	132
No	67%	271

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	70%	160
Not Available	11%	24
Not Aware of Service	3%	7
Too Far	1%	2
Too Expensive	10%	24
Poor Quality	5%	12
Some Other Reason	8%	17

C. Afterschool program 3-5 days a week (for ages 6-13)

	Percentage	Number of Responses
Yes	56%	291
No	44%	229

If yes, was the program: (choose one option)

	Percentage	Number of Responses
Offered by a Private Provider	53%	122
Offered by a Public Agency	43%	99

Was the program: (choose only one option)

	Percentage	Number of Responses
Free	49%	116
Paid	50%	119

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	68%	119
Not Available	8%	14
Not Aware of Service	6%	10
Too Far	1%	1
Too Expensive	9%	15
Poor Quality	8%	15
Some Other Reason	10%	17

D. Other school year extracurricular activities, such as sports, art classes, etc. (for ages 6-13)

	Percentage	Number of Responses
Yes	70%	371
No	30%	160

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	33%	46
Not Available	12%	16
Not Aware of Service	20%	28
Too Far	2%	3
Too Expensive	11%	15
Poor Quality	8%	11
Some Other Reason	22%	31

E. Summer program (for ages 6-13)

	Percentage	Number of Responses
Yes	67%	351
No	33%	174

If yes, was the program: (choose one option)

	Percentage	Number of Responses
Private Provider	61%	175
Public Agency	36%	104
Don't Know	2%	7

Was the program: (choose only one option)

	Percentage	Number of Responses
Free	24%	64
Paid	73%	198

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	45%	59
Not Available	17%	22
Not Aware of Service	13%	17
Too Far	2%	2
Too Expensive	17%	22
Poor Quality	6%	7
Some Other Reason	12%	16

F. Youth employment/career development (for ages 14-18)

	Percentage	Number of Responses
Yes	34%	114
No	66%	225

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	39%	76
Not Available	14%	28
Not Aware of Service	40%	79
Too Far	0%	0
Too Expensive	3%	6
Poor Quality	1%	2
Some Other Reason	7%	14

G. Other school year extracurricular activities, such as sports, art classes, etc. (for ages 14-18)

	Percentage	Number of Responses
Yes	58%	207
No	42%	147

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	37%	44
Not Available	18%	22
Not Aware of Service	23%	27
Too Far	5%	6
Too Expensive	13%	15
Poor Quality	1%	1
Some Other Reason	12%	15

H. One-on-one tutoring (for ages 6-18)

	Percentage	Number of Responses
Yes	24%	181
No	76%	560

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	55%	268
Not Available	11%	51
Not Aware of Service	17%	84
Too Far	2%	8
Too Expensive	13%	61
Poor Quality	1%	5
Some Other Reason	8%	39

Q29. In the next three years, how likely are you to move out of San Francisco?

(Results among parents only)

	Percentage	Number of Responses
Very likely	8%	86
Somewhat likely	16%	173
Not too likely	28%	299
Not likely at all	43%	518

8 SENIOR SERVICES

Overview

This chapter reviews the use of a few programs and services – social activity programs, personal/home care, and food-meal programs – selected from the many that are designed to assist San Francisco seniors age 60 and over. Highlights include the following:

- Fewer than one in five San Francisco seniors report using various senior services in the past year.
- Between 72 and 92 percent of seniors who have not taken advantage of senior services say it is because they do not need them.
- Among seniors who use senior service programs, twice as many use free programs over paid programs, while close to an equal number use public and private providers.

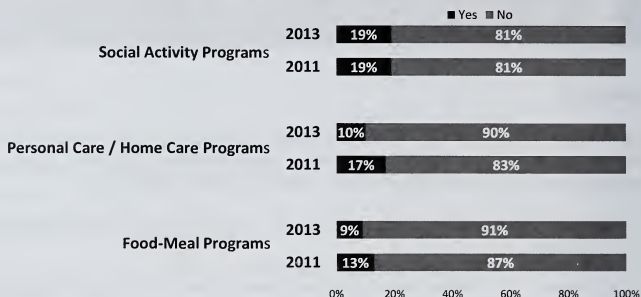
Key Findings

Only a Small Percentage of San Francisco Seniors Take Advantage of Services Designed to Assist Them

Among San Francisco seniors age 60 and over, relatively small proportions report taking advantage of a variety of supportive services offered by local public and private organizations. Social activity programs received the highest rate of participation, with nearly one in five San Francisco seniors reporting they have used one in the past year. Smaller proportions indicate that they have used personal/home care services or food-meal programs. These rates are similar to the use of senior services reported in 2011.

Fewer than One in Five Seniors Report Using Various Senior Services

Participation Rates among Seniors Age 60 and Over in the Past Year



Some regional differences in usage exist across programs.

Nearly one-quarter of seniors in the central part of the city participate in social activity programs, while participation rates are between seven to nine points lower in other areas of the city.

Residents in the central and northern regions of the City use food-meal programs at a higher rate than residents in the southeast or western parts of the city.¹⁰

In Their Own Words...

Friends of the Library, Meals on Wheels, paratransit are a blessing. I am 87 years young and really appreciate the services offered to seniors.

—District 10 Resident

Need to have more programs – recreation for senior citizens, continue paratransit – excellent program.

—District 11 Resident

Don't forget to enhance the lives of seniors over 75 with services and problems in the Bayview/Hunters Point.

—District 10 Resident

¹⁰ The sample size of seniors in each category of service is not large enough to report results by supervisorial district.

More Residents in Central Region of San Francisco Report Using Social Activity Programs

Results by Region

Activity	Percentage of Residents Who Have Engaged in Activity			
	Central	North	Southeast	West
Social activity programs	24%	17%	15%	15%
Personal-care/home care programs	10%	8%	10%	8%
Food-meal programs	12%	7%	10%	5%

There are some notable demographic distinctions in the usage of senior programs. Use of food-meal programs is notably higher among renters, seniors with household incomes under \$25,000 per year, and seniors of color.

Similar patterns of usage are evident for personal/home care services. Not surprisingly, those who report being affected by challenges to mobility, vision or hearing difficulties, mental stress or disability, or long-term illnesses are more likely to use personal/home care services than are those not affected by such conditions.

There are fewer demographic distinctions for the use of social activity programs, though the lowest-income seniors continue to be more likely to use them than are the highest-income seniors.

Seniors of Color, Renters, and Those with Lower Household Incomes Are More Likely to Have Used Food-Meal Programs

Results among Residents Age 60 and Over, by Select Demographic Subgroups

Senior Subgroup	Have Used Food-Meal Service	Senior Subgroup	Have Used Food-Meal Service
African American	16%	Household Income Under \$25,000	21%
Asian/Pacific Islander	14%	\$25,000-\$50,000	8%
Caucasian	5%	\$50,000-\$100,000	4%
Latino	14%	Over \$100,000	1%
Renters	18%	Homeowners	4%

Most Seniors Who Do Not Use Services State They Do Not Need Them

An overwhelming majority of seniors who did not use food-meal, personal/home care, or social activity programs during the past year say it is because they do not need these services. Less than one in five seniors reported not using these programs due to a lack of awareness of such services or perceptions that they are not available or too expensive.

Seniors Decline to Use Most Services Because They Don't Feel They Need Them

Top Three Reasons Seniors Do Not Use the Service in Question

Service Not Used	Most Frequent Reason	Second-Most Frequent Reason	Third-Most Frequent Reason
Food-meal programs	Don't need (87%)	Not aware of service (10%)	Not available (2%)
Personal care / home care	Don't need (92%)	Not aware of service (6%)	Too expensive (2%)
Social activity programs	Don't need (72%)	Not aware of service (16%)	Not available (4%)

Subgroups most likely to cite non-awareness as a reason for not using food-meal programs are seniors from supervisorial districts 4, 6, and 9; older Latinos; seniors with three or more members in their household; and seniors with household incomes under \$50,000. For social activity programs, those most likely to cite non-awareness as a barrier to utilization were Asians and Pacific Islanders and seniors with household incomes under \$50,000. There were no meaningful demographic distinctions among non-users of personal/home care services.

Twice as Many Seniors Use Free Programs as Use Paid Programs

San Francisco seniors use programs from a mix of public and private providers. A majority of seniors receiving food-meal assistance use publicly sponsored programs (59 percent), while social activity programs are provided equally by public and private agencies (47 percent each). A majority of personal/home care programs utilized are private in nature (59 percent).¹¹

City Departments at Work...

In-Home Supportive Services (IHSS), the largest public program in the city serving seniors and the disabled, provides personal assistance and home care to 22,000 low-income clients. This program costs \$338 million in the City's current fiscal year and is funded 20 percent by the City, 25 percent by the State and 54 percent by the federal government.

¹¹ Given the small same sizes in each category for this question, there are no meaningful demographic or geographic differences to report.

The proportion of seniors who use free programs consistently exceeds the proportion that use paid programs. The one exception to this trend being that nearly three in five private personal/home care users (59 percent) are in paid programs.

Seniors Use More Free Programs Than Paid*

Results among Seniors Age 60 and Over Engaged in Programs

Service	In Paid Program	In Free Program
Social activity programs	32%	64%
Public program	25%	73%
Private program	40%	58%
Personal care/home care programs	38%	%
Public program	15%	85%
Private program	59%	41%
Food-meal programs	25%	68%
Public program	22%	77%
Private program	26%	74%

* Total percentage may not sum to 100%, as some respondents did not know.

SURVEY RESPONSES

(Asked only of respondents 60 years of age or older)

Q21. Did you use any of the following services in the last year?

B. Food-Meal Programs

	Percentage	Number of Responses
Yes	9%	103
No	91%	1019

If yes, was the program: (Choose only one option)

	Percentage	Number of Responses
Private Provider	32%	26
Public Agency	59%	49
Don't Know	9%	8

Was the program: (Choose only one option)

	Percentage	Number of Responses
Free	68%	66
Paid	25%	24
Don't Know	6%	6

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	87%	687
Not Available	2%	13
Not Aware of Service	10%	82
Too Far	1%	5
Too Expensive	1%	4
Poor Quality	1%	5
Some Other Reason	3%	25

Q21. Did you use any of the following services in the last year?

C. Personal Care / Home Care

	Percentage	Number of Responses
Yes	10%	106
No	90%	996

If yes, was the program: (Choose only one option)

	Percentage	Number of Responses
Private Provider	59%	53
Public Agency	34%	30
Don't Know	7%	6

Was the program: (Choose only one option)

	Percentage	Number of Responses
Free	58%	51
Paid	38%	33
Don't Know	4%	3

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	92%	704
Not Available	1%	10
Not Aware of Service	6%	48
Too Far	0%	3
Too Expensive	2%	12
Poor Quality	0%	2
Some Other Reason	2%	16

Q21. Did you use any of the following services in the last year?

D. Social Activity Programs

	Percentage	Number of Responses
Yes	19%	206
No	81%	886

If yes, was the program: (Choose only one option)

	Percentage	Number of Responses
Private Provider	47%	88
Public Agency	47%	87
Don't Know	6%	12

Was the program: (Choose only one option)

	Percentage	Number of Responses
Free	64%	117
Paid	32%	58
Don't Know	5%	8

If no, please indicate the reasons (Circle all that apply)

	Percentage	Number of Responses
Don't Need	72%	487
Not Available	4%	25
Not Aware of Service	16%	109
Too Far	1%	6
Too Expensive	1%	6
Poor Quality	0%	2
Some Other Reason	11%	73

9 INTERNET ACCESS

Overview

This chapter reviews the extent to which residents report having Internet access in their homes or through a cell phone, tablet, or other mobile device. It also reviews the regularity with which residents use the Internet to access City services. Highlights include the following:

- Nearly nine in ten residents have Internet access at home, similar to 2011.
- Seven in ten residents have access to the Internet on a cell phone, tablet, or other mobile handheld device.
- Older, less educated, lower-income residents, and people of color are less likely to have home Internet access or access on a mobile device.
- Just over three in four residents use the Internet to access City services, information, and resources, similar to 2011.

Key Findings

Rates of Home Internet Access Remain High, but Disparities Persist

Eighty-eight percent of residents report that they access the Internet from home. This year's results are equal to the level of access reported in 2011, leveling out an upward trend since 1998 when the City first introduced the question.¹² Access rates among San Francisco residents also remain well above national levels, which has historically been the case.

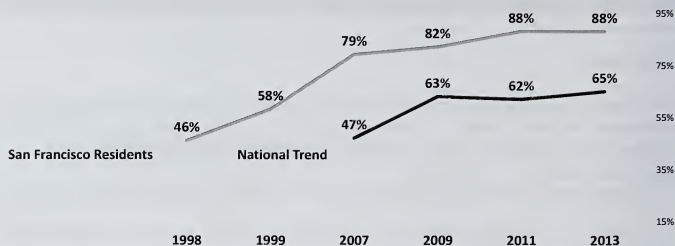
City Departments at Work...

The Department of Technology, in collaboration with the SF Housing Authority and the Internet Archive, provides free Internet access in public housing developments throughout the city.

¹² Although trends are reported, they are not direct comparisons due to changes in question wording. Prior to 2013, surveys asked about Internet access only if respondents had a personal computer at home. The 2013 survey presented the question to all respondents, without qualification.

Resident Access to the Internet from Home Remains High¹³

Results by Year



As seen in past years, disparities in home Internet access exist by ethnicity, income, education, and age—with those in disadvantaged socioeconomic groups less likely to have home Internet access. There is little difference in home Internet access based on gender or geographic region. Of those who do not have Internet access at home, 36 percent use the Library to access the Internet.

Less Educated Residents and African Americans Report Lower Levels of Internet Access At Home

Results by Select Demographic Subgroups

Subgroup	Home Internet Access Percentage	Subgroup	Home Internet Access Percentage
African American	70%	Less than High School	68%
Asian/Pacific Islander	89%	High School Graduate	78%
Caucasian	90%	Some College	84%
Latino	84%	College Graduate	94%
Household Income		Under Age 45	96%
Under \$25,000	75%	Age 45-54	93%
\$25,000 to \$49,999	84%	Age 55-64	87%
\$50,000 to \$100,000	93%	Age 65+	69%
Over \$100,000	98%		

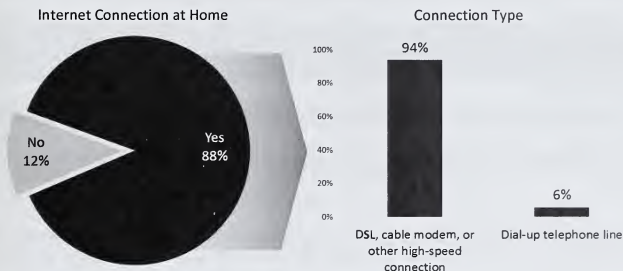
¹³ National trend data taken from Pew surveys dating back to 2007.

<http://pewinternet.org/Commentary/2012/May/Pew-Internet-Broadband.aspx>

A High Percentage of Residents with a Home Internet Connection Have High-Speed Access

Among residents who have a home Internet connection, just six percent connect through a dial-up telephone line. This represents a small, marginal increase from 2011, when five percent of respondents reported having a dial-up connection.¹⁴

Few Residents Rely on Dial-Up for Home Internet Access



Seniors, residents of color, those with lower levels of education and those in disadvantaged socioeconomic groups have less high-speed Internet access at home than do other residents. Access to a high-speed connection is highest in District 4 (98 percent) and lowest in Districts 3 and 10 (91 percent). There are no significant differences in high-speed Internet access between men and women.

More Than Two-Thirds of Residents Access the Internet Using a Mobile Device

Nearly seven in ten residents (69 percent) access the Internet on a cell phone, tablet, or other mobile handheld device at least occasionally.

Consistent with other trends in Internet access, older residents, African Americans and those with lower income levels or educational attainment report less access to the Internet by cell phone, tablet, or other mobile handheld device. In addition, men report slightly higher access rates via mobile device than women.

¹⁴Direct comparison data is not available for the proportion of residents in 2011 that relied on DSL, cable or other high speed connection for home Internet access.

Seniors and African Americans Report Lower Levels of Internet Access via Mobile Devices

Results by Select Demographic Subgroups

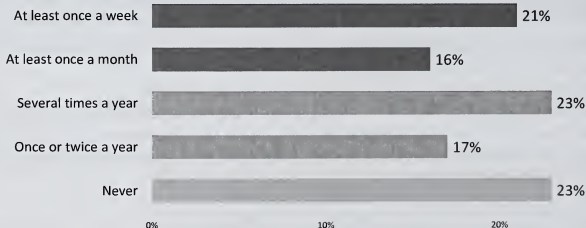
Subgroup	Mobile Internet Access Percentage	Subgroup	Mobile Internet Access Percentage
African American	52%	Less than High School	46%
Asian/Pacific Islander	69%	High School Graduate	53%
Caucasian	71%	Some College	61%
Latino	69%	College Graduate	78%
Household Income Under \$25,000	46%	Under Age 45	88%
\$25,000 to \$49,999	58%	Age 45-54	77%
\$50,000 to \$100,000	72%	Age 55-64	60%
Over \$100,000	90%	Age 65+	35%
Men	71%	Women	67%

Notable differences in Internet access via mobile devices emerge by Supervisorial District. Mobile Internet access is highest in District 2 (80 percent) and lowest in District 11 (59 percent).

Nearly Two in Five Residents Regularly Use the Internet to Access City Services

Seventy-seven percent of residents report using the Internet to access City services, information, and resources. This percentage is identical to 2011.

More than Three-Quarters of Residents Report Using the Internet to Access City Services at Least Once or Twice a Year



Not surprisingly, subgroups with less access to the Internet are also less likely to use the Internet to access City services, information, and resources. This includes seniors (age 65+), those with lower household income levels, African Americans, and residents with less education.

**Seniors and Residents with Less Than a High School Education
Access City Services Online at Lower Rates**

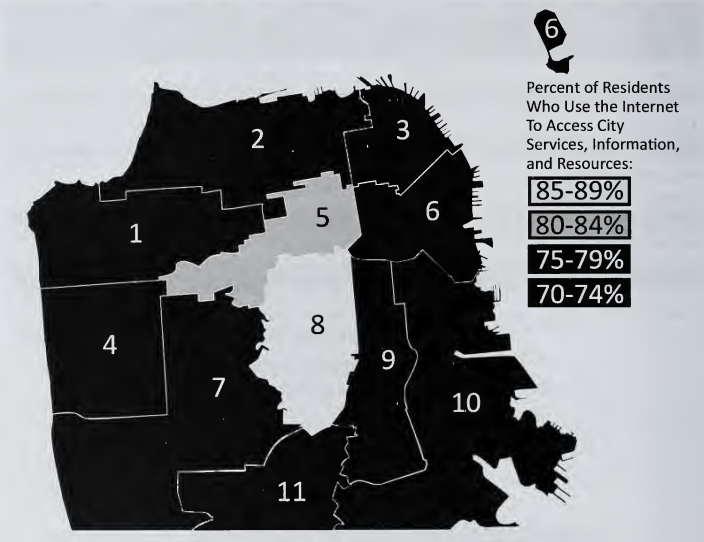
Results by Select Demographic Subgroups

Subgroup	Percentage that Has Accessed City Services Online	Subgroup	Percentage that Has Accessed City Services Online
African American	62%	Less than High School	51%
Asian/Pacific Islander	74%	High School Graduate	58%
Caucasian	82%	Some College	71%
Latino	71%	College Graduate	86%
Household Income			
Under \$25,000	59%	Under Age 45	85%
\$25,000 to \$49,999	72%	Age 45-54	86%
\$50,000 to \$100,000	83%	Age 55-64	76%
Over \$100,000	90%	Age 65+	54%

Significant geographic differences also exist—residents in districts 8 and 5 more likely to have accessed City services online in the last year than are residents in other areas of the city. The percentage of residents who have accessed City services online is highest in District 8 (88 percent) and lowest in districts 6 and 11 (71 percent).

In Districts 5 and 8 More than Eight and Ten Residents Have Accessed City Services Online

Results by Supervisorial District



SURVEY RESPONSES

Q13. If you have an Internet connection at home, what kind do you have?

	Percentage	Number of Responses
No Internet Connection	12%	434
DSL, Cable Modem or Other High Speed Connection	81%	2862
Dial-up Telephone Line	6%	226

Q14. Do you access the Internet on a cell phone, tablet or other mobile handheld device, at least occasionally?

	Percentage	Number of Responses
Yes	69%	2434
No	31%	1105

Q15. Please indicate how often you use the Internet to access City services, information, and resources?

	Percentage	Number of Responses
At Least Once a Week	21%	729
At Least Once a Month	16%	573
Several Times a Year	23%	808
Once or Twice a Year	17%	605
Never	23%	830

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10 EMERGENCY PREPAREDNESS

Overview

This chapter reviews the actions residents have taken to prepare for an earthquake or other natural disaster. Highlights include the following:

- San Franciscans are more prepared for a major emergency than residents reported four years ago, but demographic differences in emergency preparedness remain.
- A majority of residents (51 percent) have set aside 72 hours' worth of food, water and medicine, up slightly from 2009 when residents were last asked about the issue.
- The number of residents who have made a family communication plan is particularly notable – up seven points since 2009.
- Usage of City emergency preparedness resources falls well below other emergency preparedness activities. Less than 20 percent of residents indicate they have subscribed to the City's emergency notification tools or accessed City information resources to become more prepared.

Key Findings

San Francisco Residents Are More Prepared For a Major Emergency than in 2009

Residents' disaster preparedness has improved across the board since 2009, when residents were last asked about disaster preparedness. Over half of residents (51 percent) have set aside 72 hours' worth of food, water and medicine, compared to 48 percent in 2009. Even more dramatically, the number of residents who have made a family communication plan for an emergency has increased from 27 to 34 percent in the same time period.

In Their Own Words...

It's very good services from [the] City and information about prepar[ing for an] earthquake.

— District 10 Resident

City services are not well published such as the website for emergency preparedness.

— District 2 Resident

City Departments at Work...

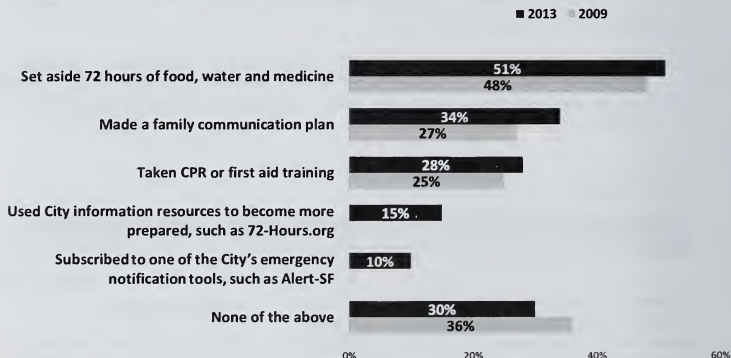
The Department of Emergency Management hosts the City's comprehensive online resource, www.72hours.org, to help residents prepare for an emergency. The website has received 438,000 visitors since May 2012.

The Department also hosts AlertSF, the City's emergency notification system to keep residents informed during emergencies via text message. A total of 33,350 people have registered to receive alerts.

For the first time, residents were asked about their use of City emergency preparedness resources. Only 10 percent of residents report subscribing to the City's emergency notification tools, and only 15 percent say they have used City information resources to become more prepared.

Emergency Preparedness Has Increased Since 2009

Trends by Year



While a majority of resident in each region of the city have taken at least one of the actions presented in the survey to prepare for an emergency, variations exist across activities. The Central region of the city is the only area where less than half of all residents have set aside 72 hours of supplies. Notably, residents in the Southeastern region of the city are most likely to have made a family communication plan; residents in the Northern region of the city are least likely to have taken a CPR class.

City Departments at Work...

The San Francisco Fire Department has trained 23,750 residents to date through NERT – the Neighborhood Emergency Response Team – a community-based training program to equip neighbors to prepare and respond to emergencies as a community. Just over 18,400 people are on the active list of NERT volunteers.

With the Exception of the Central Region, A Majority of Residents Have Set Aside 72 Hours of Supplies

Results by Region

Activity	Percentage of Residents Who Have Engaged in Activity			
	Central	North	Southeast	West
Set aside 72 hours of food, water, and medicine	46%	51%	52%	53%
Made a family communication plan	32%	34%	38%	33%
Taken CPR or First Aid training	29%	25%	30%	30%
Used City information resources to become more prepared	15%	13%	17%	13%
Subscribed to one of the City's emergency notification tools	10%	9%	11%	10%
None of the above	32%	33%	27%	27%

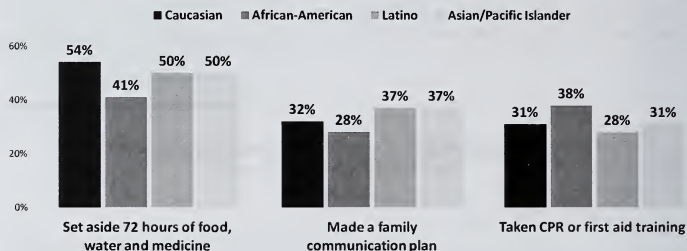
Demographic Factors Play a Role in Emergency Preparedness

Across the three most common actions taken to prepare for an emergency – set aside of supplies, family communication plan, and CPR training – the biggest demographic differences in levels of preparedness are socioeconomic status, ethnicity, age and family.¹⁵

¹⁵ There were no significant differences by ethnicity in use of City information resources, subscription to emergency notification tools, or “none of the above.”

A number of notable differences emerge across ethnic subgroups. Caucasians are particularly likely to have set aside 72 hours of supplies for an emergency than other ethnic groups, while African Americans lag behind in this safety measure. Latinos and Asian/Pacific Islanders are more likely to have made a family communication plan than are Caucasians and African Americans. African Americans are more likely to have taken CPR or first aid training than members of other ethnic groups.

Disparities in Emergency Preparedness Exist between Ethnic Groups



Income, education and a range of other demographic factors also correlate with variations in levels of emergency preparedness.

- Residents under age 35 and socioeconomically disadvantaged residents are less likely to have set aside 72 hours of supplies.
- Parents are more likely than other segments of the population to have developed a family communications plan.
- Middle-aged residents (ages 35-54), college-educated residents and parents are more likely to have taken CPR training.
- Residents under the age of 35 are among the most likely to have used emergency notification tools.

Other demographic markers, including gender and region, appear to have less of an impact on disaster preparedness.

**A Number of Disparities in Emergency Preparedness Exist
by Age, Income and Parent Status**

Results by Select Demographic Groups

Subgroup	Set Aside 72 Hours of Food	Family Communication Plan	CPR Training	Emergency Notification Tools
Age 18-34	43%	39%	24%	17%
Age 35-44	54%	33%	30%	14%
Age 45-54	50%	39%	34%	10%
Age 55+	52%	31%	26%	6%
Household Income under \$25,000	45%	31%	24%	8%
\$25,000 to \$49,999	50%	33%	28%	8%
\$50,000 to \$100,000	52%	35%	28%	7%
Over \$100,000	54%	33%	31%	13%
Some High School	50%	31%	18%	18%
High School Graduate	47%	38%	21%	16%
Some College	49%	36%	20%	10%
College Graduate	53%	33%	31%	10%
Parents	52%	41%	32%	14%
Non-Parents	50%	31%	28%	8%

SURVEY RESPONSES

Q12. What actions have you taken to prepare for an earthquake or other natural disaster?
(Circle all that apply)

	Percentage	Number of Responses
Set aside 72 hours of food, water and medicine	51%	1840
Made a family communication plan	34%	1231
Taken CPR or first aid training	28%	1027
Used City information resources to become more prepared (e.g. 72Hours.org)	15%	551
Subscribed to one of the City's emergency notification tools (e.g. AlertSF)	10%	363

11 311 AND CUSTOMER SERVICE

Overview

This chapter reviews San Francisco residents' usage and satisfaction with the City's 311 customer service program. This chapter also reviews challenges in accessing City services due to a language barrier. Highlights include the following:

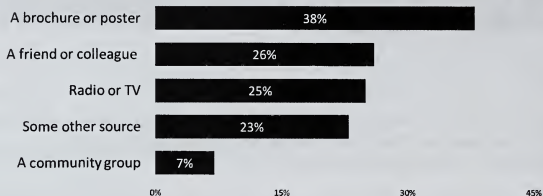
- Many San Francisco residents (65 percent) have heard of the 311 service. Usage of 311 by telephone has risen significantly since 2011 – 55 percent of residents called 311 at least once in the past year, up from 30 percent in 2011. Usage of the online 311 platform has also increased, but by a smaller margin.
- Most users give the 311 service a rating of “B” for good. Satisfaction with both the online and telephone service have risen since 2011 – with the most substantial gains in ratings for the online platform.
- Latinos and African Americans are more likely to express satisfaction with the 311 service; age, gender, and socioeconomic factors also play a role in residents' satisfaction with the service.
- Among residents who speak a language other than English at home, Asian Americans and residents of Southeast San Francisco are most likely have difficulty accessing City services due to a language barrier.

Key Findings

Broad Awareness of 311 Exists

A majority of San Francisco residents (65 percent) have heard of the City's 311 customer service program. Of those who are aware of the service, the greatest number of residents (38 percent) report hearing of 311 through a brochure or poster.

Many Residents Learned of the 311 Service through a Brochure or Poster



Although a majority of resident across all major demographic and geographic subgroups report high levels of awareness of the 311 service, a number of subgroups report higher levels of awareness than do others. Younger residents, Caucasians, and residents with higher incomes are most likely to have heard of the 311 service. Geographic region does not play a significant role in awareness of the 311 service.

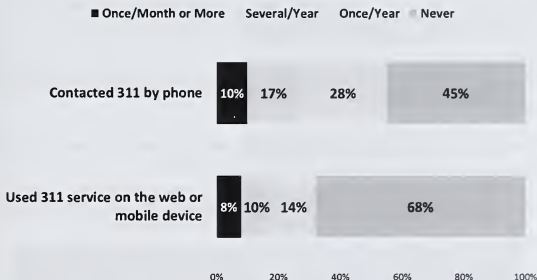
Ethnicity, Age, and Income Are Most Significant Factors in Awareness of 311

Subgroup	Percentage Aware of 311	Subgroup	Percentage Aware of 311	Subgroup	Percentage Aware of 311
African American	66%	Age 18-34	67%	Household Income Under \$25,000	59%
Asian/Pacific Islander	58%	Age 35-44	76%	\$25,000 to \$49,999	64%
Caucasian	71%	Age 45-54	69%	\$50,000 to \$100,000	69%
Latino	59%	Age 55-64	64%	Over \$100,000	66%
		Age 65+	58%		

Usage of 311 is Rising

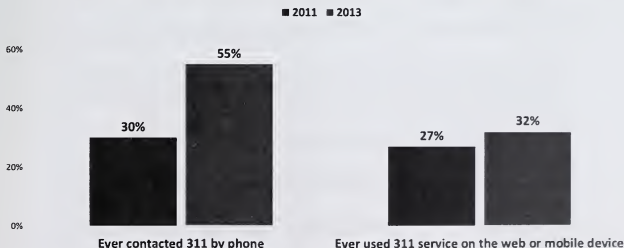
Sixty-one percent of residents report using 311 at least once or twice a year, either by phone or on the web. Usage of the telephone service substantially outpaces that of the web-based service: 55 percent of residents say they have contacted the service by phone, while only 32 percent say they have ever used the online version of the service.

Residents Primarily Access 311 by Telephone



311 usage has increased since 2011, when only 30 percent of residents reported having contacted 311 by phone and 27 percent reported having used the online 311 service. Usage of the 311 telephone service has risen more dramatically than usage of the online 311 platform. According to the 311 service itself, total volume of contacts rose by 17 percent from 2010 to 2012.

Usage of 311 Has Risen Since 2011, Particularly for the Telephone Service



Demographic variations in 311 usage exist across a number of different factors:

- While Caucasian residents and residents with higher income are more likely to have heard of 311, residents of color and residents with lower incomes are more likely to have contacted the 311 service by phone.
- Residents of color and lower income residents are about as likely as Caucasian and higher income residents to have used the 311 service online, although Latinos are more likely to have used the online 311 platform than other ethnic groups.
- Middle-aged residents (between ages 45 and 64) are more likely to have contacted 311 by phone. However, younger residents are more likely than middle-aged or older residents to have used the 311 service online.
- Residents of Southeast and Central San Francisco are more likely to have used 311 than residents in other areas, whether by telephone or online.

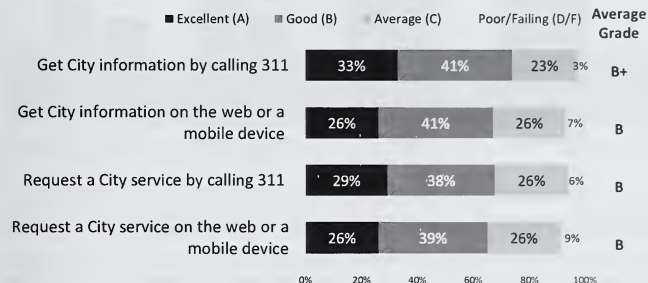
**Residents of Color and Those with Annual Household Incomes under \$50,000
Are Among the Most Likely to Have Used 311**

Subgroup	Percentage That Have Ever Contacted 311 by Phone	Percentage That Have Ever Used 311 Service on the Web or Mobile Device
African American	62%	31%
Asian/Pacific Islander	59%	32%
Caucasian	56%	31%
Latino	61%	38%
Age 18-34	52%	43%
Age 35-44	53%	38%
Age 45-54	60%	36%
Age 55-64	58%	26%
Age 65+	51%	17%
Household income		
Under \$25,000	62%	35%
\$25,000 to \$49,999	62%	36%
\$50,000 to \$100,000	55%	25%
Over \$100,000	55%	37%
Central	58%	32%
North	53%	28%
Southeast	61%	37%
West	48%	29%

Residents Give 311 Positive Ratings

Users of the 311 service give the service an average grade of “B” for good in most areas. Seventy-four percent of respondents gave their ability to get City information by calling 311 a grade of “A” for excellent or “B” for good, resulting in an overall grade of “B+”.

Residents Are Most Satisfied with Their Ability to Get City Information by Calling 311



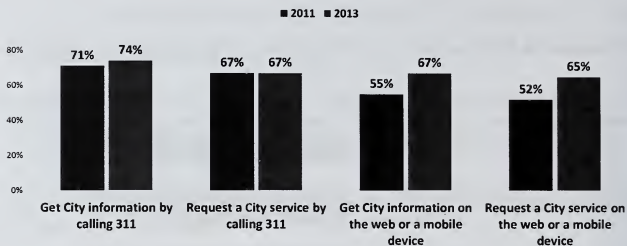
Resident satisfaction with 311 has increased since 2011. In particular, residents are far more satisfied with their ability to use the online 311 platform to get information or request a City service than they were in 2011. Ratings for accessing information by calling 311 rose from a “B” grade in 2011 to a “B+” this year. Ratings for accessing information and requesting a service on the web or through a mobile device each rose from a “B-” in 2011 to a grade of “B” this year. The average grade for requesting a service by calling 311 remained unchanged, at a “B” for good.

City Departments at Work...

The Department of 311 is increasing the availability of city service requests that can be made through mobile and web applications, such as reporting graffiti, potholes, building code violations, and noise complaints.

Residents are More Satisfied with Online 311 Platform than in 2011

Percentage of 311 Users that Give Rating of "A" for Excellent or "B" for Good



Satisfaction with 311 Varies by Ethnicity, Age, Gender and Language

While majorities across all major demographic subgroups give an "A" or "B" grade to express their satisfaction with getting City information over the phone, differences arise in satisfaction with getting information online and requesting a service both online and over the phone. Significant demographic factors include ethnicity, age, gender and language spoken at home.

African Americans and Latinos Express the Highest Levels of Satisfaction with 311

Percentage of 311 Users that Give Rating of "A" for Excellent or "B" for Good

Ethnicity	Get City Information on the Web or Mobile	Request a City Service by Calling 311	Request a City Service on the Web or Mobile
African American	66%	57%	53%
Asian/Pacific Islander	48%	42%	43%
Caucasian	53%	43%	44%
Latino	55%	57%	47%

While a majority of middle-aged residents (ages 45-64) express satisfaction with accessing City information or requesting a City service via the web or a mobile device, younger and older residents express lower levels of satisfaction. However, residents under age 35 are more likely than residents in other age brackets to express favorable opinions of their experience calling 311 to request a City Service.

Middle-Aged Residents Express Particularly Favorable Views of Their Experience Using 311 on a Web or Mobile Platform

Percentage of 311 Users that Give Rating of "A" for Excellent or "B" for Good

Age	Get City Information on the Web or Mobile	Request a City Service by Calling 311	Request a City Service on the Web or Mobile
Age 18-34	43%	51%	45%
Age 35-44	51%	43%	41%
Age 45-64	55%	45%	47%
Age 65+	48%	41%	37%

Variations in satisfaction also exist by language. Residents who speak a language other than English at home are more likely to be satisfied with their experience requesting a City service by phone than residents who only speak English at home. Those who only speak English at home are more likely to express satisfaction with using 311 on the web or via a mobile device.

Residents Who Speak English At Home Express Higher Levels of Satisfaction with Accessing 311 through the Online Platform

Percentage of 311 Users that Give Rating of "A" for Excellent or "B" for Good

Second Language Status	Get City Information on the Web or Mobile	Request a City Service by Calling 311	Request a City Service on the Web or Mobile
Speak a language other than English at home	49%	48%	42%
Do not speak a language other than English at home	54%	42%	46%

While approximately the same number of men and women are satisfied with using 311 to request a service over the phone, women are more likely than men to be satisfied with the online 311 platform. Fifty-eight percent of women assign a grade of “A” or “B” for accessing information on the web or mobile device compared to 47 percent of men. Similarly, 48 percent of women rate their experience requesting a city service on the web or mobile device as an “A” or “B,” compared to 40 percent of men.

There are no significant differences in satisfaction ratings by geography.

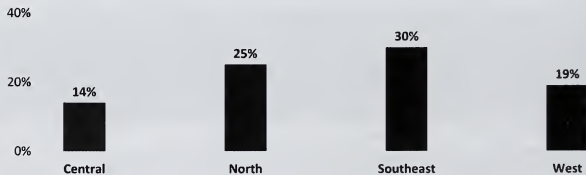
Language Barriers to City Services Most Common for Asian and Southeast Residents

Of residents who speak a language other than English at home, 23 percent report that a language barrier makes it difficult for them or a member of their household to access City services. Asian American residents are particularly likely to experience this difficulty: 31 percent of Asian Americans who speak a language other than English at home report having trouble accessing City services due to a language barrier, compared to 10 percent of Caucasians and 15 percent of Latinos.¹⁶

The greatest number of residents who speak another language at home and report trouble accessing a City service due to a language barrier live in the Southeastern part of the city.

Residents of the Southeast More Likely to Report Experiencing Language Barriers

Percentage of Residents Who Speak a Language Other than English at Home That Report Difficulty Accessing City Services Due to a Language Barrier



Independent of ethnic background, residents with lower incomes and lower levels of educational attainment are more likely to experience language barriers to accessing City services.

¹⁶ The sample of Black/African American residents responding to this question is not of sufficient size to provide a statistically reliable result.

SURVEY RESPONSES

Q22. Have you heard of 311, the City's customer service phone number for information on City services?

	Percentage	Number of Responses
Yes	65%	2303
No	35%	1251

Q23. How did you learn about the service provided by 311? Please indicate all that apply.

	Percentage	Number of Responses
A brochure or poster	38%	853
Radio or TV	25%	553
A friend or colleague	26%	590
A community group	7%	163
Some other source	23%	521

Q24. Please indicate how often you have done the following during the past year:

A. Contacted 311 by phone

	Percentage	Number of Responses
Once a week	4%	89
At least once a month	6%	139
Several times a year	17%	394
Once or twice a year	28%	623
Never	45%	1010

B. Used 311 service on the web or a mobile device

	Percentage	Number of Responses
Once a week	4%	83
At least once a month	4%	88
Several times a year	10%	221
Once or twice a year	14%	302
Never	68%	1483

Q25. If you have used 311, please grade how easy it is to do the following:

A. Get City information by calling 311

	Percentage	Number of Responses
A – Excellent	30%	368
B – Good	37%	461
C – Average	21%	257
D – Poor	2%	24
F – Failing	1%	13
Not Used	9%	112

B. Request a City service by calling 311

	Percentage	Number of Responses
A – Excellent	19%	234
B – Good	25%	302
C – Average	17%	205
D – Poor	3%	32
F – Failing	2%	20
Not Used	34%	414

Q25. If you have used 311, please grade how easy it is to do the following:

A. Get City information on the web or a mobile device.

	Percentage	Number of Responses
A – Excellent	20%	147
B – Good	31%	236
C – Average	20%	148
D – Poor	4%	32
F – Failing	1%	8
Not Used	24%	179

Q25. If you have used 311, please grade how easy it is to do the following:

B. Request a City service on the web or a mobile device.

	Percentage	Number of Responses
A – Excellent	17%	128
B – Good	26%	195
C – Average	17%	127
D – Poor	5%	39
F - Failing	1%	7
Not Used	33%	246

Q39. Do you or anyone in your household have trouble accessing City services because of a language barrier?

	Percentage	Number of Responses
Yes	12%	422
No	88%	3128

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12 ECONOMIC AND SOCIAL CHARACTERISTICS

Overview

This chapter reviews a number of economic and social characteristics of San Francisco residents, including the extent to which residents report being able to cover basic expenses, whether they are likely to move out of the city in the next three years, and whether they or a member of their household has a physical challenge or health condition. Highlights include the following:

- While a large majority of San Francisco residents are able to cover their basic expenses, a smaller proportion of Latinos, parents and those living in the Southeastern part of the city report being able to do so.
- The percentage of residents reporting that they are likely to move out of the city in the next three years declined substantially from 32 percent in 2011 to 20 percent in this year's survey.
- The percentage of residents reporting that they, or someone in their household, have a physical challenge or health condition has declined slightly since 2011.

Key Findings

While a Majority Report Being Able to Cover Basic Expenses, Demographic Variations Exist

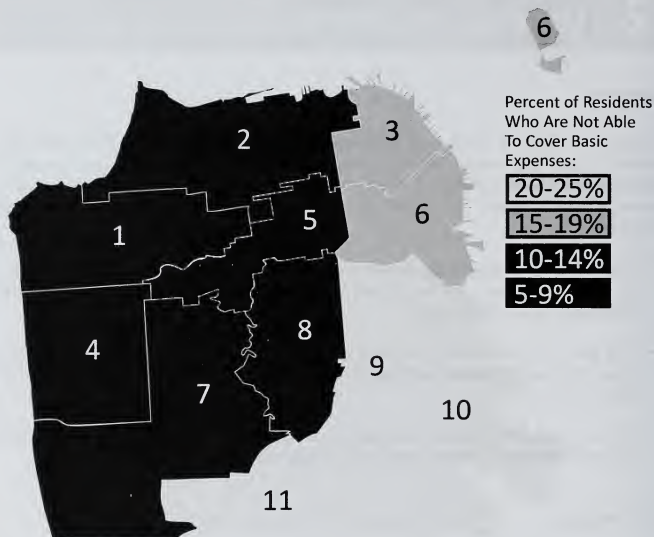
Eighty-four percent of San Francisco residents say they are able to cover basic expenditures such as housing, childcare, health care, food, transportation and taxes – the same as was reported in 2011.¹⁷

Although a majority of residents in every area of the city say they can cover their basic expenses, a higher percentage of residents in the Southeastern region of the city (Districts 9, 10 and 11) reports being unable to do so in comparison to other regions of the city. District 11 contains the highest percentage (25 percent) of residents who say they are unable to cover basic expenses, while District 2 contains the lowest percentage (8 percent).

¹⁷ This question was not asked prior to 2011. Therefore, trend data is unavailable.

District 2 Residents Are among the Least Likely to Report Challenges Covering Basic Expenses

Results by Supervisorial District



Demographic variations in the ability to cover basic expenses also exist. Lower percentages of parents, renters, residents of color, residents without a high school diploma and those with household incomes under \$25,000 report being able to cover basic expenses than do other segments of the population.

Residents without a High School Diploma Are Least Likely to Be Able to Cover Basic Expenses

Results by Select Demographic Subgroups

Subgroup	Percentage Able to Cover Basic Expenses	Subgroup	Percentage Able to Cover Basic Expenses
African American	84%	Less than High School	62%
Asian/Pacific Islander	81%	High School Graduate	71%
Caucasian	90%	Some College	83%
Latino	73%	College Graduate	89%
Household Income Under \$25,000	63%	Renters	76%
\$25,000-\$49,000	76%	Homeowners	91%
\$50,000-\$100,000	88%	Parents	78%
Over \$100,000	96%	Non-Parents	87%

The Percentage of Residents Planning to Move Out of the City Has Declined Dramatically

Since 2005 when the question was first asked, the percentage of residents who say they are likely to move out of the City in the next three years has lingered around 33 percent. This year that percentage has dropped substantially—from 32 percent in 2011 to only 20 percent in the 2013 survey.

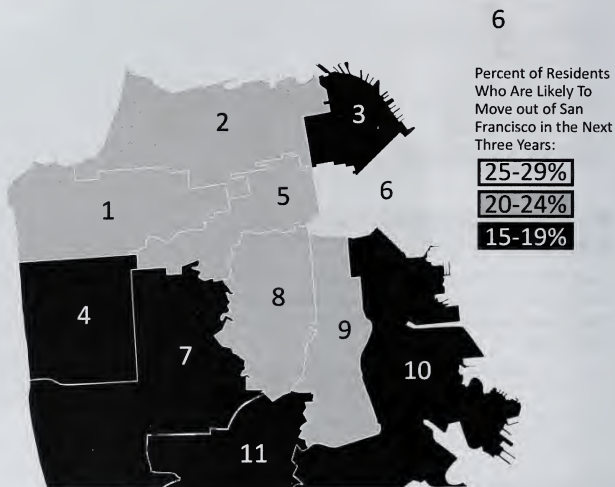
Four out of Every Five Residents Say They Are Not Likely to Move Out of the City in the Next Three Years



Although the percentage of residents who say they are either very or somewhat likely to move out of the city is relatively low in every geographic region, some variation exists. District 6 contains the highest percentage of residents who report being likely to move out of the city in the next three years (26 percent), while District 10 contains the lowest (15 percent).

District 6 Residents Are among the Most Likely to Move out of the City in the Next Three Years

Results by Supervisorial District



Parents of young children,¹⁸ more recent residents, younger residents and those facing challenges covering their basic expenses report a greater likelihood of moving out of the city in the next three years than do other residents. College graduates and residents with higher household income levels are also more likely to move out of the city than residents with lower levels of educational attainment and income.

¹⁸ This finding is explored in more detail in Chapter 6 Children, Youth and Families.

Parents of Young Children Are the Most Likely to Move Out of the City in the Next Three Years

Results by Select Demographic Subgroups

Subgroup	Percentage Likely to Move in 3 Years	Subgroup	Percentage Likely to Move in 3 Years
Non-Parents	18%	Age 18-34	29%
All Parents	24%	Age 35-44	28%
Parent with Child 0-5	35%	Age 45-54	19%
Parent with Child 6-13	19%	Age 55-64	15%
Parent with Child 14-18	19%	Age 65+	11%
Household Income Under \$25,000	18%	Less than High School	14%
\$25,000-\$49,000	20%	High School Graduate	16%
\$50,000-\$100,000	20%	Some College	19%
Over \$100,000	24%	College Graduate	22%
Resident for 10 Years or Less	28%	Able to Cover Expenses	18%
Resident for 11-20 Years	26%	Unable to Cover Expenses	29%
Resident for 20+ Years	14%		

Just Under One-Third of Residents Report Physical Challenges or Health Conditions

Thirty-two percent of survey respondents report that they, or someone in their household, has a physical challenge or health condition—a slight decline since 2011.

The Percentage of Residents with Physical Challenges or Health Conditions Has Remained Relatively Consistent over the Last Four Years

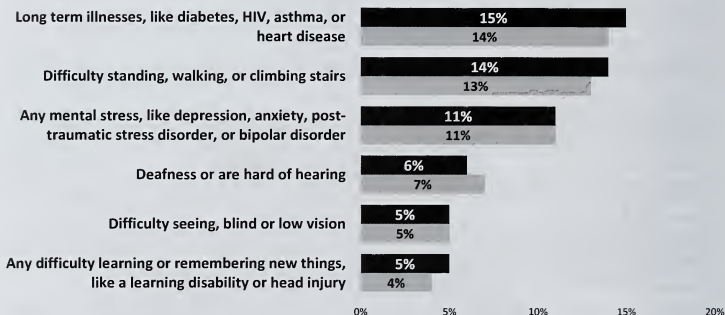
Results by Survey Year



The percentage of residents reporting specific health conditions has also remained relatively stable.

Long Term Illness and Difficulty Standing or Walking Remain the Most Commonly Reported Health Challenges

■ 2013 ■ 2011



Age, income and ethnicity are the factors most directly associated with the likelihood that a resident or member of their household has a physical challenge or health condition. A high percentage of residents that identify as gay, lesbian, bisexual or transgender (LGBT) also report health conditions at a higher rate than residents within other demographic subgroups. There are no significant differences by geography.

**Fifty Percent or More of Seniors, African Americans,
and Residents with Lower Income Levels Report Health Challenges**

Subgroup	Percentage Reporting Health Challenge
African American	53%
Asian/Pacific Islander	33%
Caucasian	39%
Latino	48%
Age 18-34	19%
Age 35-44	20%
Age 45-54	33%
Age 55-64	38%
Age 65+	50%
Household Income Under \$25,000	56%
\$25,000-\$49,000	43%
\$50,000-\$100,000	38%
More Than \$100,000	25%
LGBT	47%
Non-LGBT	37%

SURVEY RESPONSES

Q29. In the next three years, how likely are you to move out of San Francisco?

	Percentage	Number of Responses
Very likely	7%	230
Somewhat likely	13%	472
Not too likely	26%	913
Not likely at all	54%	1891

Q31. Can you cover your basic expenditures such as housing, childcare, health care, food, transportation, and taxes?

	Percentage	Number of Responses
Yes	84%	2858
No	16%	557

Q42. Do you or any other household members have any of the following?

	Percentage	Number of Responses
Difficulty standing, walking or climbing stairs	14%	496
Difficulty seeing, blind or low vision	5%	199
Deafness or are hard of hearing	6%	232
Long term illnesses, like diabetes, H-I-V, asthma, or heart disease	15%	548
Any mental stress, like depression, anxiety, post-traumatic stress disorder, or bipolar disorder	11%	384
Any difficulty learning or remembering new things, like a learning disability or head injury	5%	183

13 SURVEY METHODOLOGY

Overview

In February 2013, Fairbank, Maslin, Maullin, Metz and Associates (FM3), administered the 14th San Francisco City Survey – a citywide random sample survey of San Francisco residents. The purpose of the survey is to assess use and satisfaction of various City services and to help determine priorities for the community as a part of San Francisco’s ongoing planning process.

Eleven-thousand randomly selected households were invited to participate in the survey. Out of this sample, FM3 completed interviews with 3,628 residents, for a response rate of 27 percent when accounting for undeliverable questionnaires. The final sample of 3,628 residents is associated with a margin of sampling error of ± 1.6 percent at the 95 percent confidence interval. Surveys were conducted in English, Chinese and Spanish and residents were given the opportunity to complete the survey by mail, phone or on the Web.

Purpose of the Survey

Since 1997, the City Services Auditor Division of the Controller’s Office has conducted the biennial City Survey in order to directly ask San Francisco residents their opinions about the quality of City services. This survey is part of an ongoing effort to measure and improve the performance of City government in San Francisco coinciding with the 2003 passage of Proposition C—a voter-approved charter amendment that created the City Services Auditor within the Controller’s Office, charged with monitoring the level and effectiveness of City services. The City Survey helps the Controller’s Office meet its Prop. C mandate by directly asking the users of these City services for their opinions.

The core set of survey questions consistent across survey years covers streets and sidewalks, parks and recreation, libraries, public transportation, public safety, and overall ratings of local government. This year’s survey also included several new questions assessing perceptions of water and sewer services, pavement conditions, the frequency with which residents use various modes of transportation, and usage of mobile devices to access the Internet. A number of questions were also added to explore in greater detail issues related the usage of youth and senior services and to evaluate a number of demographic and social characteristics of survey respondents.

How Survey Results Are Used

Several City departments use results of the City Survey to measure performance toward their service goals. These departments include the Municipal Transportation Agency (Muni), the Department of Public Works, the Police Department, the Recreation and Park Department, and the Public Library. Their performance measures are included each year in the Mayor's budget presentation and have been part of the Board of Supervisors' budget discussions. The survey results are most useful when considered in combination with other indicators—for example, feelings of safety may be tracked along with crime rates, and satisfaction with Muni along with the department's own measures of on-time performance.

How the Survey Questions are Developed

As in past years, the 2013 City Survey questions were developed to meet the following criteria:

- (1) The services or issues in question are of concern to a large number of San Franciscans.
- (2) Services are visible to or used by enough people that a large number of survey respondents can rate them.
- (3) Survey questions provide information that is not more easily obtained from another source.
- (4) All questions fit on a one-piece mailer and do not take so long to complete as to discourage responses.

The omission of a service area in the survey questionnaire does not necessarily reflect a lack of importance to the City, but may result from limits on the length of the survey, or an assessment that a citywide survey is not the best way to measure performance in that area. For example, questions about the Fire Department were removed from the survey after learning in 1996 that only a small proportion of our sample had sufficient experience to give an opinion of these services. In interpreting the results of the survey, it is worth noting that many factors influence the ratings of a particular service, including different expectations for different types of services. Similar surveys in other cities have found that certain services are consistently rated more highly than others. For example, libraries get higher ratings than transit in other cities, as well as in San Francisco.

Survey Methods and Response Rates

A random sample of 11,000 San Francisco residents was obtained by purchasing a marketing list from InfoUSA®. The sample was drawn by zip code to reflect the area's proportion of the adult population of San Francisco and adjusted for low survey response rates in some zip codes in prior years.

Households included in the sample were invited to complete the survey by mail, online or by phone in English, Spanish or Chinese. Each household in the sample received a postcard notification informing the respondent, or "current resident," of the upcoming survey in order to encourage survey participation. The postcard also included information about how to complete the survey online and provided a telephone number for participants to request a questionnaire in Spanish or Chinese. Three days after the postcard notification, each household in the sample received an automated phone call recorded by the Mayor of San Francisco encouraging survey participation. Within the same week, a four-page questionnaire was mailed to each of the 11,000 households in the survey sample.

Approximately five days after the surveys were mailed, households that had not responded by mail or online, were contacted by phone. Those who indicated that they had not returned the mail survey or completed the survey online were invited to complete the questionnaire with a live interviewer by phone. Up to five attempts were made to reach an adult member of the household to complete the survey. If a member of the household could not be reached after five attempts, the phone number was removed from the circulation of active phone numbers.

The online survey took, on average, 14 minutes to complete, while the interviews by phone averaged 30 minutes in length.

Of the 11,000 households in the sample, 81 mail questionnaires were returned as undeliverable, leaving 10,919 valid sample members. Of the households that received the survey by mail, 2,329 returned the survey by mail, 355 completed the questionnaire online and 264 completed the survey by phone. This represents a response rate of 27 percent.

The sample of 11,000 residents was supplemented with a randomly-selected telephone sample of 20,000 additional households to compensate for lower than anticipated response rates by phone. Only 16.5 percent of those who had not responded to the survey by mail or online were able to be reached by phone after five attempts, compared to a rate of 25-30 percent for most random-sample surveys administered by phone.

Several factors may have contributed to lower than anticipated response rates for the telephone survey, including industry-wide declines in telephone survey participation rates and the length of the telephone interview. Out of the 20,000 additional households included in the supplemental sample, 680 telephone interviews were completed. These households were only

invited to complete the survey by phone and these additional interviews were targeted to ensure that the final number of responses to the survey by mail, phone and online contained at least 250 interviews with residents in each Supervisorial District. The response rate for the supplemental telephone sample was 28 percent.

The additional interviews completed through the supplemental telephone sample brought the total number of interviews to 3,628.

How Well Do the Survey Respondents Represent San Franciscans?

Respondents to the 2013 City Survey differ from the San Francisco population in some respects. In comparing demographic characteristics with data on San Franciscans as a whole, we find that survey respondents:

- Are more educated.
- Are more likely to be over 44 years old.
- Include fewer Asian/Pacific Islander and Latino/Hispanic and more Caucasian respondents.

These patterns were evident in the 2009 and 2007 survey results as well.

The survey sample was selected by zip codes. In order to get a representative response by population, each zip code was oversampled or undersampled based on whether it has historically high or low response rates. This was accomplished by selecting a higher or lower percentage of addresses in each zip code to include in the survey sample.

Post-stratification weights, which weigh the responses of survey participants in proportion to their representation in the actual population, were used to correct for variations in age, gender and ethnic/racial group representation in the sample so that the results more closely model the demographic distribution of San Francisco's adult population according to U.S. Census data. Unless otherwise noted, the data described in this report reflect the application of these weights.

Throughout the report, percentages listed for response categories to different questions may not total to 100 percent due to rounding.

Interpreting the Results

The survey data was analyzed using statistical methods to decide whether differences of opinion between groups observed in the sample represent real differences in the population of San Franciscans. Where noted, differences between groups described in this report are "statistically significant," that is, they indicate differences in the population. A statistically

significant difference between groups is greater than its margin of error. It is large enough, compared to the difference that sampling error alone might produce, that we can be confident it represents a difference in the population of San Franciscans.

With a total sample size of 3,628, the estimated sampling error for this survey is about ± 1.6 percent at the 95 percent confidence level. This means that we are 95 percent confident that all adult San Francisco residents would produce responses to each survey question within approximately two percentage point of the results obtained from this sample. For example, 60 percent of survey respondents indicate that they visit a City park at least once a month. Statistical theory states that if we repeated random samples of this size of San Francisco households, we could expect that 95 percent of the time between 62 percent and 58 percent of the respondents would say that they visit a City park at least once a month. Sampling errors are larger for subgroups of the sample. Survey results for subgroups with a sample size of 50 or less respondents were not included in the report due to the high margin of sampling error associated with a smaller number of interviews. These instances are noted in the report, e.g. in each supervisorial district approximately 50 parents with children in public schools participated in the City Survey, a sample size too small to provide reliable results by supervisorial district.

City Survey Findings

This report provides analysis of resident satisfaction with City services using a letter grade or other rating system. The grade associated with each City service in this report was developed by averaging responses to create a mean score using a five-point grading scale (where “A+” equals five points and “F” equals one point). The table in the Report Key details how these mean scores translate into the letter grades used in the analysis of the survey results.

The report also provides analysis of the survey results across major geographic areas and demographic and social characteristics of survey respondents (e.g. age, gender, ethnicity, income, parents vs. non-parents). The geographic analysis details the survey results by supervisorial districts (see map in Report Key). To allow for geographic analysis with larger sample sizes, the 11 supervisorial districts were divided into four larger regions as follows:¹⁹

- **Central:** District 5, 6 and 8 (Civic Center, South of Market, Western Addition, Haight, Buena Vista, Fillmore, Castro, Noe Valley, Diamond Heights, Glen Park, Twin Peaks, Glen Canyon Park, and Treasure Island).
- **North:** District 2 and 3 (Financial District, Russian Hill, Nob Hill, North Beach, Chinatown, Telegraph Hill, Pacific Heights, Laurel Heights, Presidio Heights, Seacliff, Marina, Presidio, and Cow Hollow).

¹⁹ Using larger areas allows for sample sizes large enough to detect differences among groups. Boundaries were chosen to provide demographic as well as geographic similarity. No group scheme is ideal for all questions.

-
- **Southeast:** Districts 9, 10, 11 (Mission, Potrero Hill, Bernal Heights, Bayview/Hunter's Point, Excelsior, Ingleside, Visitacion Valley, Portola, and Ocean View).
 - **West:** Districts 1, 4 and 7 (Richmond, Sunset, West Portal, St. Francis Wood, Miraloma Park, Forest Hill, Parkside, Stonestown, and Park Merced).

SAN FRANCISCO 2013 CITY SURVEY

APPENDIX A

SURVEY INSTRUMENT



CITY AND COUNTY OF SAN FRANCISCO

February 11, 2013

Dear San Franciscan,

We need your help.

One of the best ways to evaluate our City's government is to ask the people who live here what they think.

What's working in San Francisco?

What needs to improve?

You can help make the City a better place. Please take a few minutes to complete the enclosed 2013 City Survey. Or if you prefer, complete the survey online at www.sfgov.org/citysurvey2013.

The survey addresses some of the services that City residents use the most – such as parks, libraries, Muni – and conditions that affect our quality of life.

You have been randomly selected to receive this survey. Your answers will be completely **confidential**.

Please complete the enclosed survey and return it in the envelope provided. The postage is already paid.

Thank you! Your answers will be part of a report card to the Mayor, the Board of Supervisors, the City's managers, the media, and other San Franciscans.

Si desea una copia de la encuesta en español, por favor llame al 1-866-233-1424. 如果您需要一份中文的調查問卷，請電 1-888-470-7516.

If you have any questions, please feel free to contact the Controller's Office at 415-554-7463.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Ben Rosenfield".

Ben Rosenfield
City Controller



San Francisco City Survey 2013

Your input is an important part of the City's ongoing effort to improve the quality of City Services. Please take a few minutes to complete this survey. When you finish, please return the postage-paid envelope to City and County of San Francisco, c/o FM3 Research 1401 21st Street, Suite 100, Sacramento, CA 95811. If you prefer to complete the survey online please visit www.sfgov.org/citysurvey2013. Thank you.

1. How would you grade the overall job of local government in providing services?	Excellent A	Good B	Average C	Poor D	Failing F	
2. Please grade the City's performance in the following areas:	Excellent	Good	Average	Poor	Failing	
A. The quality and reliability of water and sewer services	A	B	C	D	F	
B. The cleanliness of sidewalks in your neighborhood	A	B	C	D	F	
C. The cleanliness of sidewalks citywide	A	B	C	D	F	
D. The cleanliness of streets in your neighborhood	A	B	C	D	F	
E. The cleanliness of streets citywide	A	B	C	D	F	
F. The condition of the street pavement in your neighborhood	A	B	C	D	F	
G. The condition of street pavement citywide	A	B	C	D	F	
H. The condition of sidewalk pavement and curb ramps in your neighborhood	A	B	C	D	F	
I. The condition of sidewalk pavement and curb ramps citywide	A	B	C	D	F	
J. The adequacy of street lighting	A	B	C	D	F	
K. The maintenance of street signs and traffic signals	A	B	C	D	F	
3. In the past year, how often did you visit a City park?	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never (Go to #5)	
4. Please grade the following characteristics of City parks, if observed:	Not Observed	Excellent	Good	Average	Poor	Failing
A. Quality of grounds (landscaping, plantings, cleanliness)	<input type="checkbox"/>	A	B	C	D	F
B. Quality of athletic fields and courts	<input type="checkbox"/>	A	B	C	D	F
C. Availability of walking and biking trails	<input type="checkbox"/>	A	B	C	D	F
5. In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals?				Yes	No (Go to #7)	
6. Please grade the following programs, if you are familiar:	Not Familiar	Excellent	Good	Average	Poor	Failing
A. Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)	<input type="checkbox"/>	A	B	C	D	F
B. Condition of aquatic centers	<input type="checkbox"/>	A	B	C	D	F
C. Convenience of recreation programs (location, hours)	<input type="checkbox"/>	A	B	C	D	F
D. Quality of recreation programs and activities	<input type="checkbox"/>	A	B	C	D	F
E. Overall quality of customer service from Recreation and Parks staff	<input type="checkbox"/>	A	B	C	D	F
F. Overall quality of the City's recreation and park system	<input type="checkbox"/>	A	B	C	D	F
7. Please indicate the frequency you visited or used the following library services during the past year:	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never	
A. The City's main library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B. A branch library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Online library services, including the SF Library website, catalog, eBooks, databases, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

8.	Please grade the Library's performance in the following areas:		Have Not Used	Excellent	Good	Average	Poor	Failing
	A.	Collections of books, DVDs, CDs, etc.	<input type="checkbox"/>	A	B	C	D	F
	B.	Online library services, including the SF Library website, catalog, eBooks, databases, etc.	<input type="checkbox"/>	A	B	C	D	F
	C.	Internet access at library computer stations	<input type="checkbox"/>	A	B	C	D	F
	D.	Assistance from library staff	<input type="checkbox"/>	A	B	C	D	F
	E.	Condition of the main library (cleanliness, maintenance)	<input type="checkbox"/>	A	B	C	D	F
	F.	Condition of your neighborhood branch library (cleanliness, maintenance)	<input type="checkbox"/>	A	B	C	D	F

9.	On average, how often did you use the following means of transportation in San Francisco during the past year?	Daily	Several Times a Week	Once or Twice a Week	Several Times a Month	Once or Twice a Month	Never
	A. Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Public Transportation (e.g. Muni, BART)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Drive alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. Carpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G. Paratransit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10.	If you have used Muni during the past year, please grade the following:	Have Not Used	Excellent	Good	Average	Poor	Failing
	A. Timeliness/reliability	<input type="checkbox"/>	A	B	C	D	F
	B. Cleanliness	<input type="checkbox"/>	A	B	C	D	F
	C. Fares	<input type="checkbox"/>	A	B	C	D	F
	D. Safety	<input type="checkbox"/>	A	B	C	D	F
	E. Communication to passengers	<input type="checkbox"/>	A	B	C	D	F
	F. Courtesy of drivers	<input type="checkbox"/>	A	B	C	D	F

11.	Please rate your feeling of safety in the following situations in San Francisco:	Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe
	A. Walking alone in your neighborhood during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Walking alone in your neighborhood at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.	What actions have you taken to prepare for an earthquake or other natural disaster? (Circle all that apply)					
	Set aside 72 hours of food, water and medicine	Made a family communication plan	Taken CPR or First Aid training	Used City information resources to become more prepared (e.g. 72Hours.org)	Subscribed to one of the City's emergency notification tools (e.g., AlertSF)	None of these

13.	If you have an Internet connection at home, what kind do you have? (Circle all that apply)	No Internet Connection at Home	DSL, Cable Modem or Other High Speed Connection	Dial-Up Telephone Line	Not Sure
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14.	Do you access the Internet on a cell phone, tablet or other mobile handheld device, at least occasionally?	Yes	No
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15.	Please indicate how often you use the Internet to access City services, information, and resources:	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
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16.	Do you have any children in the following age groups who live in San Francisco? (Circle all that apply)	0-5 years	6-13 years	14-18 years	No (Go to #20)
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17.	Do your children attend school in San Francisco (grades K-12)? (Circle all that apply)	No	Yes - Public School	Yes - Private School
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18.	How do you grade the quality of the school(s) your children attend?	Excellent A	Good B	Average C	Poor D	Failing F
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19. Are you using any of the following for your children?

A. Childcare (for ages 0-2)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
B. Childcare (for ages 3-5)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
C. Afterschool program 3-5 days a week (for ages 6-13)	Yes	No						
If yes, was the program: (Choose only one option)	Offered by a private provider	Offered by a public agency	→	Was the program: (Choose only one option)	Free	Paid		
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
D. Other school year extracurricular activities, such as sports, art classes, etc. (for ages 6-13)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
E. Summer program (for ages 6-13)	Yes	No						
If yes, was the program: (Choose only one option)	Offered by a private provider	Offered by a public agency	→	Was the program: (Choose only one option)	Free	Paid		
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
F. Youth employment/career development (for ages 14-18)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
G. Other school year extracurricular activities, such as sports, art classes, etc. (for ages 14-18)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
H. One-on-one tutoring (for ages 6-18)	Yes	No						
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	

20. Are you 60 years of age or older? Yes No (Go to #22)

21. If yes, did you use any of the following services in the last year? (Circle all that apply)

A. Food-Meal Programs	Yes	No						
If yes, was the program: (Choose only one option)	Offered by a private provider	Offered by a public agency	→	Was the program: (Choose only one option)	Free	Paid		
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
B. Personal Care / Home Care	Yes	No						
If yes, was the program: (choose only one option)	Offered by a private provider	Offered by a public agency	→	Was the program: (Choose only one option)	Free	Paid		
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	
C. Social Activity Programs	Yes	No						
If yes, was the program: (Choose only one option)	Offered by a private provider	Offered by a public agency		Was the program: (Choose only one option)	Free	Paid		
If no, please indicate the reasons: (Circle all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason	

22. Have you heard of 311, the City's customer service phone number for information on City services?

Yes No (Go to #26)

23. How did you learn about the service provided by 311? (Circle all that apply)

Brochure or Poster Radio or TV Friend or Colleague Community Group Other

24.	Please indicate how often you have done the following during the past year:	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never	
A.	Contacted 311 by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.	Used 311 service on the web or a mobile device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25.	If you have used 311, please grade how easy it is to do the following:	Have Not Used	Excellent	Good	Average	Poor	Failing
A.	Get City information by calling 3-1-1	<input type="checkbox"/>	A	B	C	D	F
B.	Get City information on the web or a mobile device	<input type="checkbox"/>	A	B	C	D	F
C.	Request a City service by calling 3-1-1	<input type="checkbox"/>	A	B	C	D	F
D.	Request a City service on the web or a mobile device	<input type="checkbox"/>	A	B	C	D	F

GENERAL INFORMATION

The following questions are included to help us know how well the respondents to this survey represent all the residents of San Francisco. If you object to any question, please leave it blank. Your response is confidential.

26.	How many people live in your household?	1	2	3	4	5 or more		
27.	Do you own or rent your home?	Own	Rent					
28.	How many years have you lived in San Francisco?	0-5 years	6-10 years	11-20 years	21-30 years	Over 30 Yrs.		
29.	In the next three years, how likely are you to move out of San Francisco?		Very Likely	Somewhat Likely	Not Too Likely	Not Likely at All		
30.	What was your household's total income before taxes in 2012?	Less Than \$10,000	\$10,000 to \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or More		
31.	Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?		Yes	No				
32.	What is your age?	18-34	35-44	45-54	55-64	Over 65		
33.	What gender do you identify with?			Woman	Man	Other		
34.	Which of these comes closest to describing your sexual orientation?			Bisexual	Gay/ Lesbian	Heterosexual/ Straight		
35.	Do you identify as transgender?	Yes	No					
36.	Are you Hispanic or Latino?	Yes	No					
37.	Which of the following best describes your racial/ethnic background? (Circle all that apply)	African American or Black	Asian	Arab, Middle Eastern, or South Asian	Caucasian or White	Native American	Pacific Islander	Other
38.	Do you speak a language other than English at home?		Yes	No				
39.	Do you or anyone in your household have trouble accessing City services because of a language barrier?		Yes	No				
40.	What is the highest level of education you have completed?		Less than High School	High School	Less than 4 Yrs. Of College	4 Years of College or More		
41.	Which best describes your main employment status now?	Student	Employed for wages	Self-employed	Looking for work	Unable to work	Homemaker	Retired
42.	Do you or any other household members have any of the following? (Circle all that apply)							
	Difficulty standing, walking, or climbing stairs	Difficulty seeing (blind or low vision)	Deafness or are hard of hearing	Long term illnesses (like diabetes, HIV, asthma, heart disease)	Any mental stress (like depression, anxiety, post-traumatic stress disorder, bipolar disorder)	Any difficulty learning or remembering new things (like a learning disability or head injury)		

If you would like to provide additional comments or suggestions, please write them in the space below:

THANK YOU!

Please return your completed survey in the postage-paid envelope provided.

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